

# Sanitation and Water Conference

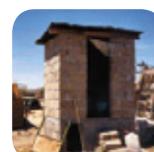
SUPPLEMENTARY REPORT

08

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# Summary of Plenary Sessions

This report provides supplementary material to the *Meeting the Sanitation and Water Challenge in South-East Asia and the Pacific: Synthesis of the 2008 Sanitation and Water Conference*.

## SESSION 1: OPENING PLENARY

BOB MCMULLAN, MP, PARLIAMENTARY SECRETARY FOR INTERNATIONAL DEVELOPMENT ASSISTANCE, gave the opening keynote address. The Government of Australia has committed to increasing its Aid budget to 0.5% of GNP by 2015, and in the May 2008 budget allocated \$300M to water and sanitation over the next three years. By the end of the current government's first term the annual foreign aid expenditure on water supply and sanitation will have quadrupled from its previous level. This is in line with the current Australian Government's commitment to support the achievement of the Millennium Development Goals in the region.

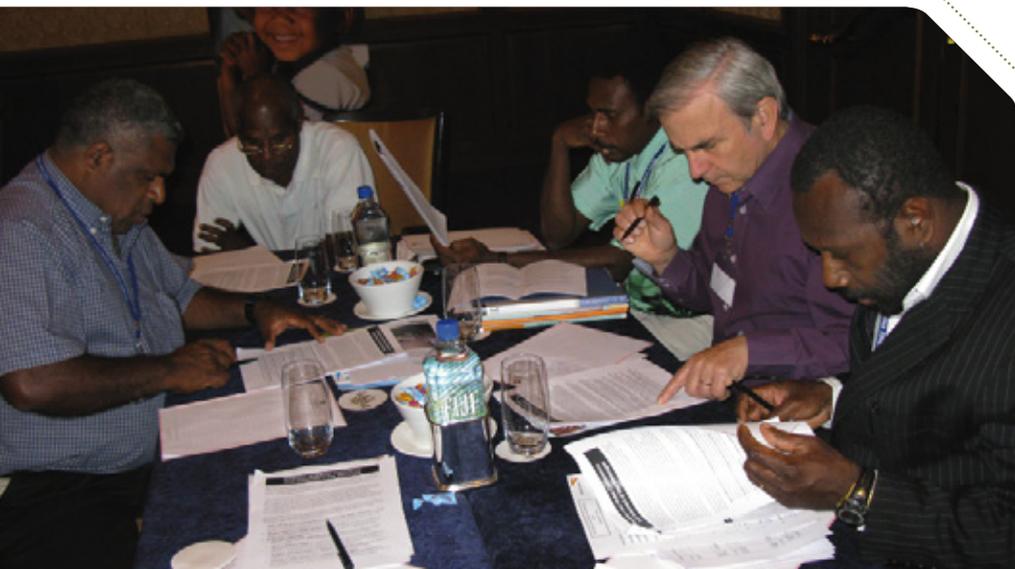
A draft strategy to guide Australia's work in the area of water supply and sanitation will be made available shortly, with opportunity for consultation. The strategy will have four key objectives: (i) to expand access to the poor, (ii) to undertake sector reforms to improve sustainability, (iii) to improve understanding of how behaviour can be

changed to improve hygiene, and (iv) to enhance aid effectiveness. Key features of the strategy will include: doubling the sanitation allocation from 15% Water Supply and Sanitation (WSS) budget to 30% WSS budget, increasing support to urban initiatives (while maintaining a strong rural-focused program), scaling up successful approaches (without losing opportunities for innovation) and increasing engagement and partnership with other stakeholders (e.g. multilaterals, bi-laterals, civil society, global partnerships, state and local authorities, private sector). The geographical focus will be South East Asia and the Pacific, while also including new programs in South Asia and Africa, where there are large unserved populations. The latter work signifies a renewal of Australian government engagement with Africa and South Asia.

Bob McMullan outlined many of the key challenges and strategies. While sanitation needs more attention than water it is far more difficult to gain the necessary political will to prioritise sanitation. As Bob McMullan

noted, "the figures on lack of sanitation are woeful". Beside the strong moral and ethical arguments that suggest the sanitation situation is unacceptable there is a sound economic argument for increased spending on sanitation. The Draft Strategy includes a focus on clean water, sanitation service provision and hygiene education in schools. Girls need separate sanitation facilities in schools, and until facilities are provided, equity in education will not be achieved. Sustainability is important and represents a long-term challenge. Public awareness is important and increasing community support in Australia and target countries is critical, especially in relation to the value of hygiene awareness which is not expensive but is critical.

The current three-year program (Access to Clean Water and Sanitation Initiative) will be a start. However, the world community faces a generational challenge and will therefore need to be prepared to make a long-term commitment. The Australian government is ready to play its part in this and is looking at a much longer program which will have lasting impacts.



### SESSION 2: WHAT IS THE WATER / SANITATION HYGIENE PROBLEM?

CLARISSA BROCKLEHURST, CHIEF, WATER AND ENVIRONMENTAL SANITATION, UNICEF, gave a keynote address on the global water and sanitation challenge. She also provided a snapshot of the East Asia and Pacific situation, based on the latest Joint Monitoring Programme (JMP) update. Where are we on sanitation? The world is off-track, especially in Sub-Saharan Africa (31% coverage) and South Asia (33% coverage). Where are we on water? For the most part, on-track: however, Sub-Saharan Africa is badly off-track. For both sanitation and water urban areas have achieved greater improvements than rural areas. However, it should be remembered that JMP does not survey urban slums specifically. There is an urgent need for monitoring on national level progress and for the development of tools that drill down into different segment of the populations. Most obviously, we need to know more about standards of water and sanitation provision in slum areas.

Sanitation and water ladder analysis, introduced in the latest JMP update report of 2008, highlighted that while coverage may be similar, challenges are different. The water and sanitation ladder analysis can be used to better design programs. For example in India and Indonesia respectively, 665 million and 65.6 million people continue to practice open defecation, a contributing factor to persistently high child mortality rates. The most effective intervention needed in the face of significant open defecation to reduce child mortality is not infrastructure, but change communication to change behaviour. There is a lack of data on the Pacific in general.

In this region: Access to water is – 86% South East Asia, 50% Pacific – the region is on-track but some countries are lagging behind (for example, PNG at 48%). The largest number of unserved people is in Indonesia. Universal access in this region is achievable. The risk we face is that rural areas will be left behind. Presently three out of four unserved people live in rural areas.

Sanitation – South East Asia 67%, Pacific 52% vs South Asia 33%. Indonesia is once again home to the greatest number of unserved people and rural areas lag behind, across the board. Discussion following the presentations highlighted the need to take a broader perspective and more holistic approach than that adopted by JMP and the sanitation and water MDGs. Such an approach would stress the need to consider wastewater management and treatment as well as links to the environment and nutrient cycles. This would help ensure that water supply solutions do not inadvertently cause problems elsewhere, such as the production of breeding ground for mosquitoes.

JAEHYANG SO, GLOBAL PROGRAM MANAGER, WATER AND SANITATION PROGRAM (WSP), gave a keynote address on key strategies to scale up large scale water supply and sanitation programs. To maximise opportunities for scaling up three gaps must be understood – (i) access, (ii) financing and policy/institutions and (iii) the constraints to sustainability identified. The next step is to focus on interfaces between actors and financing for water, sanitation and hygiene (WASH), building on efforts in the past. This means working at five levels – 1) increase service delivery to citizens, with a focus on gender and underserved populations; 2) improve institutions and accountability and provide capacity support to decentralized levels of local governments; 3) strengthen regulatory, institutional, and financial environment; 4) strengthen country level monitoring to track not only water, but sanitation and hygiene and their impact on the poor; 5) support donor harmonization and increasing partnerships among stakeholders.

Each country needs to work out how to meet the challenges and the way to scale up (the recipe for success) will be different in each country; the role of donors is to build country capacity to do this. *Transparency* is extremely important for scaling up and there is a need for independent research,

verification and public participation to ensure society as a whole benefits. There is a need to understand both the software and the hardware of consumer demand for successful implementation. The software includes understanding human incentives and motivations (such as self interest, peer pressure). Utilities need to recover revenue for financial sustainability from their consumers, including unconventional methods of viewing poor customers as investors.

She ended by stressing the need to create support for reforms and suggesting that when trying to initiate scale up donors focus on countries with a) the greatest need b) the greatest reform potential and c) the greatest learning potential. In addition, we need to be better at managing the supply chain of actors and resources to make sure actions are triggered and cross-links are generated for boosting access to services.

TIM COSTELLO, CEO, WORLD VISION AUSTRALIA, spoke about the moral imperative to address the sanitation and water crisis. The British Medical Journal recognised sanitation as the most important medical advance of the last century. He argued that we should be shocked that the greatest medical breakthrough has not reached most of the world's people, and that a child dies every 20 seconds from preventable diarrhoeal disease. He applauded the Australian government's increased priority to sanitation and stressed that it was in Australia's self interest to do so. The world reacted quickly to mobilise huge sums of money to address the financial crisis this month, yet the world has thus far proved incapable of finding the money to address the sanitation crisis which has plagued societies for a much greater period. There is a business case for providing services to the bottom billion using creative capitalism. More effort should be made to mobilise business to serve this market. We all need to talk more about sanitation to make it a political priority around the world and we need to be the voice of the poor and of women.

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**TOM MOLLENKOPF, CEO OF THE AUSTRALIAN WATER ASSOCIATION,** offered insights from an Australian water industry perspective. He discussed stressed water resources and issues in indigenous communities. He also noted that the incredible enthusiasm expressed by Australian industry to get involved in meeting the MDGs could be better channelled if a framework and support network was constructed to do so. Finally, he argued any approach to involving the water industry must consider cultural sensitivity, appropriate engineering solutions and local aspirations.

**PETER FELDMAN, FROM PLAN INTERNATIONAL,** reflected on the presentations made posing a number of thought-provoking questions to the presenters.

- (i) Are we looking at the right timeframe? It took Europe 50 years to address the sanitation crisis when there were fewer people; we are in a world with more people and more complexity – are we

trying to do this too fast? The panel's response was that we now understand the science and the medical case better and have evidence on our side – this points to sanitation, hand-washing and household water treatment as the interventions with greatest impact on health.

- (ii) On the topic of aid effectiveness, how can NGOs better coordinate and align with government policies and can we all use joint M&E frameworks? How can we better generate evidence and respond to what it tells us? NGO approaches work well at small scale – how can we take this and work at large scale? Capacity is weak yet the response to this is often weaker – how can we build capacity in a systematic way, with a longer term view? Further, how do we as NGOs and donors ensure we don't inadvertently weaken capacity by poaching the people who are trained? How can we move beyond rhetoric about involving the private sector to actually doing it, and doing it well?



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## SUMMARY OF PLENARY SESSIONS

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### SESSION 3: KEY SANITATION LESSONS / OPPORTUNITIES IN EAST ASIA AND THE PACIFIC

ALMUD WEITZ, REGIONAL TEAM LEADER, WATER AND SANITATION PROGRAM-EAST ASIA-PACIFIC (WSP-EAP), gave a keynote address on meeting the sanitation challenge in East Asia & the Pacific. In the context of large discrepancies in progress across the region, Almud examined how to bring off-track countries on-track. She argued the way to do this is by prioritising sanitation because this leads to policies, funding and sustained action. If we are to achieve this, we need to provide champions and advocates with evidence (such as the WSP economics of sanitation initiative) of the economic benefits of sanitation investments. The second challenge discussed was how to achieve the goal of poor-inclusive sanitation services given the urbanisation of sanitation challenges in slums and peri-urban areas. Approaches derived from experiences in Indonesia and the Philippines included taking a city-wide approach; step by step investments; and no hardware investments without software development. The final challenge noted was the persistent rural challenge. Almud recommended a three-pronged approach of: igniting large-scale demand for improved sanitation, expanding supply of improved sanitation by ensuring adequate choice to all groups of consumers, and generating an enabling environment.

ANDY ROBINSON, WATER AND SANITATION SPECIALIST, gave a keynote address on changing sanitation behaviour and the experience of Community Led Total Sanitation (CLTS). Andy examined the problems with traditional subsidy based sanitation programs and proposed CLTS as an alternative approach. The main messages of the presentation were that:

- everyone needs to use a latrine all the time
- rapid behaviour change is possible with the right tools (for example in communities in Indonesia, everyone stopped open defecation in six weeks),
- there is a need to encourage low-cost, local, technical solutions; small steps, phased programs allow time for perceptions and priorities to change (phased incentives/ rewards),

- large scale sanitation improvements require cost-effective approaches – if we are thinking national level must think about cost per outcome,
- public finance should finance collective outcomes.

There has been an evolution in thinking around behaviour change. While we once focused upon health improvement (which only worked on educated), to comfort/prestige (which was effective for a broader group of the non-poor) we now focus upon disgust and shame (to which everyone responds). It is vital that all organisations working in an area follow the same approach – this should be set by local government. Indeed, once convinced of an approach, local governments can become powerful advocates at high levels of government, as has been the case in Indonesia. Local governments have a key role to play in follow-up and sustainability – the current CLTS model is a one-off intervention and follow-up aspects require further work.

JOCELYN LOUGHMAN, WORLD VISION VANUATU, presented a case study on the experience in changing hygiene behaviour in the Pacific using the Participatory Hygiene and Sanitation Transformation (PHAST) approach. This approach uses appropriate processes of culturally relevant visual discovery of the relationship between hygiene, sanitation and health to produce better standards of living for poor people. This approach enables communities to plan for their own interventions by using pictures and other things the community can relate to, increasing their self-esteem. The program prioritises: breaking the faecal oral transmission path, gender, community participation, ownership and capacity building. The challenges faced are: motivating communities, limited resources and technical skills and land issues. When scaling up WASH programmes, gender training needs to be integrated, project designs need to be achievable, and success depends on facilitation and promotional skills.

ANDREAS ULRICH, BORDA, presented on small sewer systems in the context of urban and peri-urban areas. He advocated for on-site, decentralised wastewater treatment systems (DEWATS) such as simplified sewerage solutions and community sanitation centres (there are now more than 300 in Indonesia). BORDA seeks to find solutions which are between a high cost technically 'perfect' solution and a low cost, ineffective solution. DEWATS is suited to limited budgets (cost reduced to \$100 per person) and technical resources, is simple to maintain (principle – what can't be maintained shouldn't be built) and requires no energy.

BARRY JACKSON, MANAGER OF THE GLOBAL SANITATION FUND, WATER SUPPLY AND SANITATION COLLABORATIVE COUNCIL (WSSCC), presented a case study on the Global Sanitation Fund - Opportunities for East Asia and the Pacific. The Fund was launched in March 2008 in seven countries; round-two countries are now being identified and Expressions of Interest received from this region. The fund is a pooled fund supporting work to raise awareness, create demand, and work with government and the private sector to meet demand. The fund will: work at scale through proven approaches, insist the poor are included, be demand driven, innovative and function at scale.

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## SUMMARY OF PLENARY SESSIONS

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### SESSION 4: ROUNDTABLE ON SANITATION AND HYGIENE POLICY IN EAST ASIA COUNTRIES AND THE PACIFIC

This session made it clear that countries in the South East Asia region are at very different levels of development when it comes to sanitation policy and strategy. Lao PDR demonstrated some lessons from experience resulting in an evolution of strategy on the use of hardware subsidies with some assistance from external agencies. On the other hand PNG and the Solomon Islands appeared to be learning lessons on some of the details of implementation but were struggling with policies that made it difficult to achieve rapid change with limited resources. A look at PNG and the Solomons emphasised several key messages: cultural sensitivity (no “one size fits all” approaches), the need to involve communities to enhance ownership and long-term sustainability and the need to involve women in decision making to ensure gender and child-friendly solutions.

DR NOUANTA MANIPHOUSAY, NATIONAL CENTRE FOR ENVIRONMENTAL HEALTH AND WATER SUPPLY, MINISTRY OF HEALTH, LAOS outlined the evolution of sanitation policy in Laos from the 1980s to the present. Lao PDR has a population of 5.8 million and is a diverse and predominantly rural country (75%) with 47 ethnic groups, with 120 sub-groups and languages, and living in more than 11,000 villages. Only 12% of schools have water and sanitation facilities. This presents serious communication challenges between communities and facilitators with different languages, cultures and beliefs. In addition, traditional issues such as avoiding having men and women use the same latrine present challenges. There is a low, but rapidly increasing, water and sanitation coverage across the country, with greatest need in rural areas. Growth of national coverage of sanitation increased from 27% in 1995 to 45% in 2006. However, rural sanitation is much lower than the average.

The 1980s represented a period of supply-

driven approaches, such as a focus on a single technology option, full subsidy (US\$15 per capita) and centrally-designed hygiene promotion. In contrast, approaches adopted in the 1990s were more demand-responsive (since full-subsidy systems had led to abandoned latrines), using the sanitation ladder with many technological options, graduated subsidies (US\$2.50 per capita) and maintaining centralised development of the hygiene promotion program. This approach was built upon in the 2000s, during which hygiene promotion was designed at village level to match local practices, thereby overcoming the challenges of Laos’ cultural diversity.

The current approach is working well. However, there are still some cultural issues: for instance a household reported no money to build a toilet, but instead use a motorbike to travel outside for open defecation. From 2009 onwards Lao proposes to utilise a no-subsidy approach and have a strong focus on behaviour change. They may use the community-led total sanitation approach.

JOEL KOLAM, DEPARTMENT OF HEALTH, PAPUA NEW GUINEA discussed the current status of sanitation and approaches in PNG. PNG has a population of 5.8 million (like Lao PDR), with 75-85% rural, 97% of land owned by clans and tribes people and 30% living below the poverty line. PNG has an Integrated Water Supply and Sanitation policy, with goal of improved health for all. The PNG Water Board provides all urban areas with services except Port Moresby. Rural Water Supply and Sanitation Programs are funded by the European Union and implemented by NSA, NGOs and community based organisations. They involve communities with PHAST and a community action plan approach. The program requires 10% community contribution as well as gender balance in community project decision-making. Sanitation uses local materials as well as a concrete slab. Mr Kolam reported many challenges to successful projects including funding, capacity, availability of spare parts, geography, transportation costs and local political interactions.

ROBINSON FUGUI, MINISTRY OF HEALTH, SOLOMON ISLANDS presented many of the challenges of achieving greater sanitation coverage in the Solomon Islands. With a population of less than 1 million and most transport by boat the Solomon Islands is 80% rural and has very low sanitation coverage. Water supply and sanitation have been supported by WHO and UNDP since the 1970s, with support from other donors increasing throughout the 1990s. More recently, AusAID inputs have been re-invigorated.

A recent national assessment found sanitation lagging behind water supply. The findings of a study into poor rural sanitation coverage identified a number of barriers accounting for this discrepancy. Firstly, the diversity of different cultures has made it difficult to impart information to communities. There is a strong need to understand different communities and to pitch messages appropriately. Secondly, government facilitators need confidence to be able to demonstrate that they are there to help communities. The “culture of silence”, whereby people prefer not to talk openly or disagree to your face often prevails, and people need to be encouraged to be more vocal of their needs. Another challenge was to clearly define roles and responsibilities within a community, in terms of who leads on what issue. Further, there is a need to involve communities with the planning of projects that affect them. Various sanitation options are available (pit latrines, VIP latrines, pour-flush latrines) however the “educational component” has often not been fully addressed. Lack of monitoring and evaluation was found to hinder effective planning. It was found that political interference in resource distribution had created tension between villages when one was favoured and another was not. In summary, Mr Fugui concluded that sanitation programs must be sensitively packaged and presented in order to achieve community acceptance and ownership.

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### Panel questions:

A question was raised by Andreas Ulrich, BORDA about the economics of the PNG hygiene education program, the costs per capita and the indicators of impact. PNG representative Joel Kolam responded that there are many factors and no standard cost. Almud Weitz from WSP East Asia supported this view indicating that there was little rigorous collection of costs so far. However, she noted that a study has been started in Vietnam, designed in the way of an impact evaluation on handwashing to evaluate the impact of strategies designed to increase handwashing practices.

Robinson Fugui was questioned by John Donnelly, of World Vision, with regards to the Ministry of Health's recommended pour-flush technology. As this included a fibre-glass pan not made in the Solomon Islands Mr Donnelly questioned whether such an approach was sustainable. Mr Fugui responded that the Ministry of Health recommends pour-flush to villages with water supply, and where no water is available a pit latrine and VIP latrine is acceptable.

Antoinette Kome of SNV, a Netherlands development organisation, asked a question about how to achieve the involvement of other ministries in coordinating approaches to Water Supply and Sanitation, bearing in mind the challenges of sharing leadership and sustaining momentum. From a Solomons Island perspective, Robins Fugui responded that they presently involve other ministries (e.g. Ministry of Planning with budgeting and Ministry of Education regarding sanitation and hygiene in schools). Dr Nouanta Maniphousay, from Lao, reported that they involve the Ministry of Education for schools hygiene education and others such as the Women's Union for hygiene education. Further, they use the radio and TV for communication.

Mr Latu Kupa of the Pacific Water Association asked how people react to promoting simple sanitation systems other than flush toilets (which is what they aspire to developing in the Pacific). Solomon Islands representative Robinson Fugui responded that people opted for pour-flush where a water supply exists. Many reject the pit latrine because they perceive it as less hygienic. Others build their own flush systems in their houses. Almud Weitz added to this response, noting the serious cost implications for governments involved in subsidising expensive systems. People have high aspirations that are not immediately achievable, so people should be encouraged to see it as a process where they incrementally improve their facilities over time.

### NGO Caucus

The NGO caucus session was attended by approximately 40 NGOs from Australia and the region. The caucus focused on building contacts and networks between NGOs in the region to continue sharing and learning beyond the conference and to monitor the implementation of the AusAID Water and Sanitation Initiative (WSI) in the region. The participants identified existing networks, and discussed whether there was a need to strengthen these or consider establishing new networks and began brainstorming on ways to monitor the WSI rollout.



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### SESSION 5: KEY WATER LESSONS / OPPORTUNITIES / CHALLENGES IN EAST ASIA AND THE PACIFIC

BERT DIPHOORN, DIRECTOR (AG) HUMAN SETTLEMENTS FINANCING DIVISION, UN – HABITAT, presented on services for the urban poor in a rapidly urbanising East Asian world. Key challenges for WASH in urban areas in this region are growing slum populations, inequality and environmental sustainability. Globally, by 2000, around 1.5 billion people had started living in small urban centres which face challenges of rapid unplanned growth, high concentration of poor, and run down/non-existent infrastructure. The main lessons learned were in three areas – 1) partnerships – improving cooperation and relationships between providers and communities and promoting public-private partnerships; b) local actions – build up information bases in urban centres (for example poverty mapping) and support local innovations and networks as they drive learning and drive policy change; c) take a holistic approach covering land tenure, slum upgrading, micro-finance and health care. One of the activities supported by UNH is the Global Water Operators Partnership aimed at getting utilities to support one another, for example the Uganda utility now helping others in the region to be more efficient.

CLARISSA BROCKLEHURST, CHIEF WES, UNICEF AND CHAIR OF THE RURAL WATER SUPPLY NETWORK (RWSN), challenged the audience to reconsider five common beliefs in her presentation on myths and reality in rural water supply.

- Belief 1 – government and donor money is the most important source of finance for rural water supply. Recent data shows most expenditure in the sector is from households and private sector, with very little coming from external aid or governments. To meet the MDGs 746m people in rural areas need to be served – too much for aid to subsidise. This implies we need to find ways to trigger and support household investments.
- Belief 2 – external resources for rural water supply are going to the right places. New data shows aid flows are not going to the countries and areas that need them most, but rather go to giving incrementally better services to those already served and as a result the number of unserved is increasing in rural Africa. This means we need to track aid better and work out how to use aid in the most optimal/catalytic way.

- Belief 3 – community management is always good. New data on the estimated number of non-functioning hand-pumps in many countries is very high and should make us question our faith in the community management approach. This implies the need to develop and support alternative models (self-supply, private sector services) and focus on sustainability.
- Belief 4 – water professionals understand what rural people want. In reality rural people are not homogenous; most communities use water for multiple purposes; and people value reliability and convenience rather than 100% safe water. This means we need to move out of comfort zone and take up new concepts such as home drinking water treatment (rather than an over emphasis on quality at source), lightweight pumps, manual drilling, water for multiple uses (kitchen and market gardens).
- Belief 5 – the private sector is being harnessed to its full potential. To meet the MDGs in Sub-Saharan Africa 35,000 new borewells are needed each year – governments and donors do not have this capacity. However donor practices normally stifle rather than enable the private sector. The implications for donors are a need to review procurement systems and examine ways to encourage (rather than discourage) a vibrant private sector.

IRINEO L. DIMAANO, HEAD CENTRAL NRW, MAYNILAD WATER SERVICES, presented a case study on tackling Non-Revenue Water (NRW) in Maynilad. In 2007 NRW was 66%, - enough to serve a million new customers. Of this, 80% of NRW was accounted for by physical losses and 20% commercial losses (mostly in central areas of the city). NRW was high because there was no program to address this, no district metering, no rehabilitation plans, a priority on expansion, and a financial crisis. Water is lost because of leakage, illegal connections, old networks and inappropriate meters. In 2008 a new NRW plan was introduced, aiming to reduce NRW to 40% by 2012. The program includes establishment of hydraulic and district metered areas, meter maintenance, training and benchmarking, data management, and creation of new teams for NRW. The program is already performing well and projected to bring NRW down to 59% by the end of 2008.

DR. VISOTH CHEA, ASSISTANT GENERAL DIRECTOR, PHNOM PENH WATER SUPPLY AUTHORITY, presented on Utility Reform using Cambodia as a Case Study. In the early 1990s, water was available for only 10 hours a day, was exploited through many illegal connections and was not potable. Revenue from the utility was inadequate to cover operational costs. With the era of change in 1993, the goal was to improve the Phnom Penh Water Supply Authority management, so as to achieve full cost recovery. The following targets were set: (i) Low non-revenue water (ii) High billing and collection to enable full cost recovery (iii) Good customer service (iv) Accountable tariff (v) strong institutional base. A customer database was completed through surveys, and proper water meters were installed. Customer education was promoted and the whole organisation was restructured with responsibilities decentralised. Service expansion included the poor. In 2005, a subsidy for the poor to be able to reconnect was in place and there is a current policy not to disconnect the poor.

In terms of lessons learnt it was concluded full autonomy and an accountable tariff can make either a public or private utility functional. Reducing non-revenue water (NRW) meant reducing the loss of 1.2 million USD per year per 1% NRW, assisting immensely in cost recovery. In addition, government support for reform and external assistance were vital during the initial stages, and kept the project going when government could not supply sufficient funds. Finally, valuing and serving the customer was the key in achieving full cost recovery because this allows the public to be well-informed of the necessity to pay for water.

LATU KUPA, PACIFIC WATER ASSOCIATION spoke about water demand in the Pacific Islands. Low-lying islands are naturally vulnerable to sea-level rise caused by climate change, and due to island geography they are entirely rainfall-dependent. This makes demand management a very important issue. Currently more water is being consumed than replenished and opportunities exist to build expensive desalination plants. Issues include asset-management, lack of metering, illegal connections and high levels of water consumption due to leakage and the wasteful running of taps.

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Pacific Water Association (PWA) focuses on sharing ideas between member utilities, strengthening relationships and promoting good practice. To this end, making data and information available is crucial. Water Demand Management was proposed as more than just a tool for utilities. It is about cultural change including the capacity building of staff and hiring (and retaining) the right people thereby reaching a balance on hardware and software. A remaining challenge is that PWA has found it difficult to build a tariff structure because customers often cannot afford to pay more for water.

**HUBERT GIJZEN, DIRECTOR, UNESCO OFFICE, JAKARTA, INDONESIA** presented “Sustainable Urban Water Management – The SWITCH Program”. Dr Gijzen proposed a vision of water for healthy people and a healthy environment. The basis of the presentation was that public water supply must improve public health and promote environmental sustainability. Further, if MDG water and sanitation targets are delivered following “business as usual” practices, water resources will become over-used and contaminated, jeopardising other MDGs focused on food security and environmental sustainability.

Cities of the future and the SWITCH approach address universal goals of public health, service, and a sustainable environment. However, they do so using a fraction of the water we use now. Further, they build principles of eco-hydrology back into the urban system allowing for water fluctuation, retention and recharge, creating aesthetic waterscapes and liveable cities. The combination of aquaculture and wastewater treatment is one strategy suitable for income generation and closing loops. Eco-hydrology, giving rivers back their natural space and biologically-active flood-plains, is another idea for the future. Others include waterscapes, multiple water-use systems, floating buildings, using vacuums to transport excreta to underground composting systems, urine separation and re-use.

Dr Gijzen proposed that there is need for a paradigm shift in the way we use water, treat wastewater and design our urban environments. There is a need to look at the challenge from a broader context and provide more sustainable solutions, turning waste to resource and not the other way around (e.g. using drinking water to wash cars or transporting excreta). It can be done following three main steps: 1) rational water use; 2) treatment for reuse; and 3) augmentation for self purification

**MARK HENDERSON, REGIONAL ADVISOR, WASH, UNICEF** spoke about “Water Quality Management – Case Study of Arsenic Mitigation in the Greater Mekong”. Arsenic is found in groundwater in certain areas causing serious health effects after repeated exposure (WHO guidelines). 100,000 water points have been analysed which indicates that 1.7 million people are exposed, and there are 30,000 cases of arsenicosis. Currently UNICEF is in the process of understanding the scale and degree of the problem, supporting government efforts in mapping of the contamination and creating databases. A primer on arsenic with guidelines will be available online shortly. One challenge with this issue is that when communities don't know if a well is contaminated it makes people avoid (healthy) wells and instead use unsafe water from surface water.

It is important to build awareness among government officials and communities and inform the user of alternatives to groundwater, such as rainwater collection & storage (seasonal), pond water (household treatment) and piped water supply. There is a need for National Policies, strategies and action plans as well as increased coordination. More sharing of good practice between countries is possible and required, for example comparing national efforts in 1) testing & databasing 2) awareness raising and 3) mitigation activities.

### Panel Questions

Catherine James of World vision asked for examples of what could be done to cater for the paradigm shift for NGOs working on small scale. Dr Gijzen responded that this could be simple water-saving technologies, producing solid waste, generating employment and finding ways of using nutrients for food production.

Oxfam Indonesia followed up this question with one about the issue of recontamination of drinking water as a challenge, and asked how recontamination and greater community investment and development in this area might be tackled. Dr Gijzen agreed that sewage is a big problem, particularly as its spread into water resources makes it difficult to manage. Methods to lower the risks include taking a more decentralised approach, using less water to reduce volumes of wastewater, and methods of resource recovery.

Peter Feldman from Plan International made a comment regarding arsenic. A trend in low lying cities on the Mekong is for land to be created by landfills which expose the soil to aerobic processes and release arsenic to groundwater. This needs to be addressed in planning for future land use.



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### SESSION 6: ROUND TABLE ON WATER POLICY IN SELECTED EAST ASIAN AND THE PACIFIC COUNTRIES

MR BUDI HIDAYAT, DIRECTOR FOR SETTLEMENT AND HOUSING, NATIONAL PLANNING AGENCY, INDONESIA, spoke about Policy Implementation for Water and Sanitation Policy Development. In 1998 WASPOLA (Water Supply and Sanitation Policy Formulation and Action Planning) was established with a mandate to develop and implement a national policy for the development of community-based water supply and environmental sanitation. The main purpose of the policy was to shift the development paradigms used by water supply and sanitation stakeholders in Indonesia. Previously, there had been little community involvement in interventions, which led to abandoned latrines and unsustainable services. The goal is to improve the capacity of the local government in planning, implementation and monitoring of community-based water and sanitation services. Key elements of the policy include informed choice as the basis for demand-responsive approach, poverty focus and government's role as facilitator and cost recovery.

The shift to the new paradigm has been long and taxing, taking six years (1998-2004) from the initial formation of the WASPOLA working group and the start of consultations to draft the policy, to the implementation of the policy in four districts (in four different provinces). The implementation process continues today with 50 districts complete and 440 districts and cities remaining; and increasing decentralisation of the policy implementation process (which is now done through provincial working groups without any central support). Key challenges include sustainability and collection of accurate data.

LYN CAPISTRANO, PHILIPPINES CENTRE FOR WATER AND SANITATION (PCWS) presented on "Improving Water Supply: PCWS experiences in working with local governments, communities and NGOs." Decentralisation to local government (through the Local Government Code 1991) has been ongoing since the early 1990s, but there is still low capacity in many local government units (LGUs). The Philippines is an extremely diverse country with 100 ethnic groups, 500 dialects and more than 7,000 islands. This incredible diversity requires the use of multiple approaches, and taking time

to understand the different needs, priorities and beliefs of the many different stakeholder groups.

PCWS has provided technical assistance to 50 local government units, and its community-managed approach is now the model for RWSS projects in the Philippines (based on consolidation of LG support, community participation and partnership, and CSO initiatives). PCWS has learnt that promoting low-cost technologies through labour-intensive approaches results in more community empowerment, and that approaches which build social capital are likely to be more successful than those that do not. Other lessons include the need to promote indigenous technologies, resources and knowledge (not just external ideas) and the realisation that the capacity of the local government is a critical factor, that WASH coalitions are powerful agents of change and that partnerships between local government and civil society organisations are very effective.

ERICKSON SAMMY, WATER RESOURCES MANAGER, DEPARTMENT GEOLOGY, MINES AND WATER RESOURCES, VANUATU talked about Water supply development in Vanuatu. Before 1980, during the colonial era, there were no rural water supply systems in Vanuatu. Governance has evolved since then – in the 1980s there were local government councils and Village Sanitation and Water Officers (VSWOs); in the 1990s an implementation focus led to many breakdowns and sustainability problems; in 1994 provincial governments were established and VWSOs replaced with only six provincial water and sanitation officers, resulting in a serious shortage of technical capacity; in 2000 village plumber training began; and in 2005 there was an agreement to strengthen partnerships for rural water supply and sanitation construction. There are many challenges in rural water supply in Vanuatu including dependence on authorities; land disputes; spare parts only being available in urban areas; shortage of human resources; few NGOs (most of whom tend to implement projects using externally-sourced products) and failure to protect water sources. As a result 21% of the population are left with non-functional water supply systems.

Recent achievements include the passing of a Water Resource Management Act; a manual on National Water Supply System Standards and the launching in 2008 of a 10-year Strategic Plan targeting upgraded training; pilot projects for spare parts distribution; training of local authority staff; an MoU between Rural Water Supply and provincial government; and management plans in four provinces. The plans are aiming for 95% of water supplies to be functioning by 2018. The key lesson learnt is that self-reliance is very important.

LE THIEU SON, MINISTRY OF AGRICULTURE, VIET NAM presented on "Experiences Gained during the Implementation of the National Target Program for Rural Water Supply and Sanitation in Vietnam", targeting coverage of 85% for water and 70% for sanitation in 2010 (coverage in 2007 is 71% and 51%). The main challenges in meeting the targets are limited funds, coordination and O&M of piped schemes.

Viet Nam has adopted a socialisation approach (with policy incentives for land, tax and investment) to create the conditions for active participation, introduced a new water tariff framework, and the state is financing IEC, software, subsidies for the poor, and institutional sanitation facilities (schools and health posts). Users are required to make a 10% financial contribution and micro-credit systems have been established through social policy bank (low interest with repayments over 60 months). Demand from users for loans has been 40% for water supply and 60% for sanitation (showing higher demand for sanitation), the average loan is \$200 and there have been almost no defaults on repayments. A new M&E systems will be used from 2009 with 14 indicators agreed and approved at national level. A key finding is the need for more intensive IEC and software promotion among ethnic communities.

## SUMMARY OF PLENARY SESSIONS

### SESSION 7: AID HARMONISATION AND PARTNERSHIPS

MARCUS HOWARD, WATER ADVISOR, AUSAID spoke about the “Australian Government’s Water and Sanitation Initiative”. The Australian Government has committed to a significant increase in foreign aid for water and sanitation, with \$300M to be spent over the next three years. In 2010/11 water and sanitation aid expenditure will be around four times the levels in recent years. It is anticipated that the increased level of expenditure will continue well beyond the three year period. The AusAID program has as a priority support to the achievement of the MDGs. Achieving the MDG water / sanitation targets supports many of the other MDG targets (poverty alleviation, health, education, infant mortality etc).

The goal of AusAID program “Access to Clean Water and Sanitation Initiative” (ACWSI) is to “Improve the living standards of the poor by improving their access to more effective and sustainable water supply and sanitation services thereby contributing to achievement of the Millennium Development Goals”.

The first objective is to expand access to water supply and sanitation, especially schools - by scaling up successful approaches, mobilising other finance and involving private sector. The focus will include urban areas while maintaining a strong rural emphasis, and sanitation will be a strong component. The second objective is to make such services more sustainable – through capacity building, supporting good national policies and strategies and demanding responsive approaches. The third objective is to improve the health and quality of life of the poor and vulnerable and enhance a focus on gender equity and child-friendly water, sanitation, hygiene programs. The final objective is to enhance aid effectiveness and complement other development agencies, support improvement of government systems and complement other donors and development agencies.

The main means of delivery will be partnerships with multilaterals and other bilateral donors, UN agencies and global programs, as well as a civil society partnership program. The geographical focus will be East Asia, South Asia, PNG, the Pacific and Africa. Indicative programs were described for some countries. A common theme is lack of sanitation facilities and hygiene programs in schools, poor services and capacity in rural areas and the need for financial and institutional reform in cities.

CHRISTOPHER DUREAU, SECTOR STRATEGY SPECIALIST, MATRIX INTERNATIONAL CONSULTING spoke about “Development of SWAPs and Improving Water and Sanitation Coordination”. The Socio-Technical nature of water, sanitation and hygiene (WASH) requires comprehensive, multi-pronged, integrated and behaviour centered strategies – social change integrated with new infrastructure.

SWAP is a comprehensive approach involving all stakeholders. It is both a social approach (partnership, ownership) and a socio-technical approach (addressing complexity, enabling users). SWAP supports a comprehensive country-led program. Core features of SWAP are: reaching agreement, mobilising resources, agreeing to use a common plan and managing better. Ownership and alignment with government, donors and communities is sought, with a plan for different but integrated roles for all players. It inevitably involves multiple ministries (Health; Infrastructure; Agriculture; Local Government; Rural Development; State Administration; Finance and Planning) who must work collaboratively.

The main challenges of developing a SWAP in the context of rural East Timor are that it may seem counter-intuitive and hard to understand why community conviction and behaviour change should come before actual infrastructure. It also requires relinquishing control from the top, towards self-autonomous local models of government-community collaboration, while still requiring substantial financial and political will to get up and running. A common issue is that values and rights are not central enough to the approach (e.g. gender-poor inclusive) and often there is too much focus on what donors do with higher levels of government. It can also mean that the situation becomes too complex for small donors or actors to find a place.

DR JULIET WILLETTS, INSTITUTE FOR SUSTAINABLE FUTURES, UNIVERSITY OF TECHNOLOGY SYDNEY spoke about “NGO Partnerships and Roles for NGOs in East Asia and the Pacific”, reporting on recently conducted research for AusAID. The research was to provide clarity on the present and potential role of NGOs in the sector in ten countries in South East Asia and Pacific, including a strategic approach to facilitate and maximise benefits from engagement, and specific investment options for AusAID to consider. A large number of NGOs were consulted (13 Australian-based and 73 in-country).

NGOs can and do play an important role in the water supply, sanitation and hygiene (WASH) sector, and there are opportunities for other organisations to engage more strongly with NGOs where they offer benefits, and NGOs should look to maximise their strategic influence and coordinate with other sector actors. NGOs have strengths and weaknesses, and significant capacity exists to support scaling up in the region. Examples of NGOs playing many roles were found, including (i) Facilitation of service delivery – direct or as an intermediary (ii) Advocacy and accountability (iii) Community education – awareness-raising, sanitation and hygiene promotion and marketing (iv) Mobilising other actors - building partnerships and promoting networking (v) Capacity building for local governments, service providers, civil society groups and end-users (vi) Research and innovation – piloting innovative, locally-adapted approaches and technologies (vii) Engaging in policy dialogue – bringing grounded perspectives to the table.



## SUMMARY OF PLENARY SESSIONS

### Panel questions

Jaehyang So, WSP, reflected on WSP's role in the sector and asked speakers to consider what is the one thing they would want to change in what they do in order to improve. Marcus Howard, AusAID suggested being a lot more analytical about what different players do to improve coordination and to avoid gaps and overlaps. Christopher Dureau proposed that WSP continue the coordination and communication role it plays. Juliet Willetts responded that as a research organisation, they build stronger links with similar research organisations and within the partner countries – to build capacity, improve networks and evidence base in the region.

Andre Dzikus, Chief, Water, Sanitation and Infrastructure Branch, UN Habitat asked about how to best advocate for the poorest of the poor: and get feedback from

those communities on how effectively aid is being delivered, and how to bring new players into the aid harmonisation process (e.g. faith-based) – how do we effectively engage them? Marcus Howard responded regarding the need to ensure effective M&E in the programs that look at the core issues. Juliet Willetts supported this view and proposed the utility of developing a common framework for evaluating NGO programs which are often at that community interface, with lessons fed up to strategy level. Christopher Gereau proposed that the Paris Declaration principles mostly focus at a high level, yet need to also be considered down at lower levels.

Janet Parry, Plan International asked about how NGOs could present themselves better while retaining their independence and role as advocates for the poor and disadvantaged. Marcus Howard responded

that at times NGOs may need to say no, and that they should retain their independence and advocacy roles. Christopher Gereau responded that NGOs sometimes see themselves as service providers, available for hire, however must retain their focus on values. Juliet Willetts responded that at the country level there needs to be greater fora for discussion about NGO roles (one voice, or collaborative approach) and for NGOs to engage in national-level policy based on that voice.

Antoinette Kome, SNV, Netherlands asked about how SWAPs work in the environment of social and political uncertainty. Christopher Gereau responded that the process should continue through uncertain times as the process is long term – 15 – 20 years.

Almud Weitz, WSP, posed a question regarding scale-up, and linked it to where we operate. For instance in Indonesia, if the government doesn't provide the right context for increasing activities, what channels are there for NGOs to scale-up. Juliet Willetts responded that the investment opportunities identified in the research are often a continuation of existing activities (rather than scaling up) and many were proposed for a much longer time frame than two years, so scale up can happen over a longer time frame. In addition scale up is also about capacity building and getting the broader environment right and NGOs are well-placed to scale-up their mobilisation of communities to increase demand for services.

Latu Kupa KEW Consult / Board of Pacific Water Association made a comment that NGOs sometimes take over responsibility from private sector which creates a confusion over the role of NGOs, which sometimes even play government roles and service provider roles. Marcus Howard answered that sometimes small NGOs are like small businesses – they need flexibility to take on various roles if government is not providing services.



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## SUMMARY OF PLENARY SESSIONS

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### SESSION 8: CAPACITY BUILDING

TONY KELLY, MANAGING DIRECTOR OF YARRA VALLEY WATER AND CHAIRMAN OF WATERAID AUSTRALIA presented on Building Water Sector Capacity. Meeting the water supply and sanitation MDGs would require political will, national and regional policies and plans, committed long-term financial resources, capacity to implement activities and scale-up. International and local NGOs can't do enough in terms of scaling up. There is a need to develop broader in-country capacity so that locals can scale up. Scaling up requires national policies and strategies, legal frameworks, separation of powers with clear accountabilities, NGOs (as community facilitators and for bridging gaps and explaining to communities what is possible), service providers, private sector operators and knowledgeable communities.

Building people's capacity means increasing knowledge, skills and experiences. Support for local educational institutions, networking and conferences enhances the knowledge of leaders, managers, planners, engineers, hygiene educators and others. In building water sector capacity Australia can: (i) lend its knowledge, skills and experiences; (ii) establish educational institutions; (iii) create governmental links; (iv) engage with professional associations; and (v) encourage water utility partnerships. The approaches and support programs could include one-on-one involvement, or through partnerships or NGOs. A word of caution is that Australian solutions are unlikely to work. Community development is just as important as service provision. South to south and inter-regional links are also important. WaterAID is now working with the academia, water industry associations, and government departments. There is a need to recognise that capacity building takes time, and to have a regional commitment to a common vision.

ROBERT HOOD, LEAD CONSULTANT, WATER OPERATORS' PARTNERSHIPS (WOPS) PROJECT spoke about "Performance Improvement of Water Utilities by Twinning". Most Asian water utilities need help to lift their performance. Service is poor and sustainability is weak. Poor service is characterised by low water coverage, lack of customer service standards, and doubtful water quality. Weak sustainability is manifested in high non-revenue water, low productivity, financial survival hampered by low tariffs, and assets needing maintenance and replacement. Water operators are very close to the customer and have responsibility to provide essential services – therefore could be playing a greater role in improving services to the poor.

Twinning is a low-cost, high-value capacity development approach. Similar to the concept of sister cities, twinning involves the pairing of utilities for peer-to-peer learning and unique access to working practice. It creates the basis for long-term relationships needed for capacity building. Twinning needs commitment and a diagnostic process with targeted results and timetable, resourcing, measurement and monitoring. In addition, appropriate motivation in the programs is essential (problems may be created if a misguided operator becomes a do-gooder) and effectiveness of programs require careful planning and diagnosis of constraints and opportunities, including ensuring individualised and targeted outcomes.

There are currently eight twin Asian water utilities. Their twinning targeted focus includes: customer service, non-revenue water reduction, water quality and testing, planning system, management system, metering system, skills development, etc. Twinning shows promise as a practical strategy with some early results of twinning including (i) higher customer satisfaction with the faster resolution of problems; (ii) increased revenue from better meter reading (iii) lower non-revenue water; (iv) gradual adoption of service culture (v) increased productivity of staff (vi) looking outwards at what others can do.

DR. ALISON BAKER, MANAGER – INTERNATIONAL DEVELOPMENT ASSISTANCE GROUP, GHD presented on "Leveraging Capacity for the Private Sector". The private sector is the emerging partner in the WASH sector and there is a need to open up the dialogue with the private sector. The private sector can assist to build capacity for the long-term sustainability of WASH work for communities. For the private sector the economic benefits for improved sanitation is improved economy and business (e.g. It makes financial sense for companies to invest in WASH – e.g. within range of 1\$ investment around \$10 return). The private sector can be segmented into the water and sanitation (watsan) sector and the non-watsan sector. In the sanitation business there is a lot of private sector involvement and a need to explore where they may assist further.

Partnerships with business can build capacity in the water and sanitation sector. Areas of private sector contribution to capacity building include: (i) operations and direct business activities; (ii) business-public partnerships for policy change, leadership and water and sanitation partnerships; and (iii) the broader community in terms of corporate social responsibility.

Examples of capacity building efforts led by the private sector: ITT works with the local government to change negotiations for improved water quality disclosure in China; UNILEVER supports hygiene campaigns; Coca Cola supports school programs with CARE. The private sector could also work with the health and education ministries in support of project strategy development and technical expertise.

Some research of successful joint initiatives has been undertaken to benefit by learning from previous successes. However there is still a low level of understanding of total picture of where private sector is currently involved and where its capacity can be improved, what influences does it or could it have?

## SUMMARY OF PLENARY SESSIONS

### Panel discussion

1. Rod Jackson, Water and Sanitation Specialist, World Vision Australia
2. Jim Black, Nossal Institute for Global Health
3. Marc Overmars, SOPAC
4. Robert Ascombe, Cardno Acil, PALS Program Director

Some pertinent comments about capacity building and some of the challenges discussed were: (i) the weak human resource base could be improved by scholarships, however, it has been found that this leads to brain drain (ii) governments tend not to borrow for capacity building. Some important aspects to successful capacity building included (i) the need for capacity building in the sector to consider cultural and environmental differences, which can be achieved by partnering with NGOs and working with people who understand how to work in the local context (ii) the need to improve long-term capacity in-country, outside the capital city(s), including the capability to respond on demand.

Discussion topics included how utilities sometimes outsource activities such as meter reading and billing activities, and operational services contracted to the private sector and some large utilities have their own training capacities and training departments. A comment was made that in the Pacific there is a limited number of people, and so water operators, policy makers and regulators may be the same people performing multi-functions. Over time there is a need to gradually move beyond this situation towards having different people performing separate functions. A comment was also made that there is a need for long-term capacity building (especially in the areas of operation and maintenance as “we are always on the red”) in the Pacific.

Another element of capacity building not touched by the speakers is capacity building for aid effectiveness and capacity building for small and medium NGOs. These are very important and there is a great need for these. Response: Capacity building is broad and we want to engage in this. Capacity building at the community level is the expertise of NGOs.

A promising model of capacity building between a utility and small water providers exists in the Philippines. The Davao City Water District (DCWD) in the Philippines act as big brother to small scale independent water providers (SSIWPs). These SSIWPs serve areas that are not reached by the DCWD. The DCWD is able to serve only 40% of its area of coverage. Capacity building of the SSIWPs is in the interest of the DCWD because the eventual takeover of SSIWPs is the policy of the government.



# Stakeholder Action Plan

The stakeholder groups present each developed an action plan during the conference. Within these plans the following urgent, priority actions were identified:

## South East Asia and Pacific government representatives recognised the need to:

- Undertake policy formulation including developing and updating a complete set of regulations to support WASH outcomes
- Develop sellable plans for local government, industry and the private sector to overcome the lack of effective planning and budgets in this area
- Set up a co-ordination body with specific roles and responsibilities; to disseminate information and achieve coordination between NGOs, private sector, government and individuals as well as harmonisation among different levels of government
- Improve monitoring and evaluation to collect meaningful data on program effectiveness and determine needs and priorities, particularly using key performance indicators to establish key uniform data and information systems

## Donor and international agency representatives recognised the need to:

- Improve coordination through supporting capacity of government partners to coordinate external support, and encouraging other external agencies to coordinate, to be more flexible, to be more willing to be led by country office, and to move toward outcome-based budgeting
- Support the re-design of sector monitoring and evaluation systems to ensure usefulness of data for feedback to government partners, including agreeing on a core set of common indicators, monitoring the sustainability of service and supporting building capacity in the area of data, monitoring and evaluation
- Develop capacity for effective partnerships through facilitating partner governments to express their own priorities, take a long-term view on capacity needs, establish budgets for longer periods, and phase support to move from policy and projects to more direct budget support upon achieving interim objectives

## Water utility representatives recognised the need to:

- Establish mechanisms, particularly through professional associations, to build technical capacity (for example through staff exchanges, on-site training, twinning, careful matching of skills to needs, cross-cultural knowledge transfer)
- Influence political leadership to take on the issue of lack of WASH access and its effects, particularly to engage with local and international water associations to encourage better links with local government and promote the seriousness of the issue to local politicians
- Improve communication across donor policy-makers and local actors to overcome sometimes inappropriate donor-prescribed designs

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## STAKEHOLDER ACTION PLAN

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### Non-governmental organisation representatives recognised the need to:

- Strengthen their focus on rural sanitation, particularly on behaviour change, and increase work through schools as well as use media and celebrities to raise awareness
- Conduct short-term activities with a long-term perspective in mind, building foundations for the long-term and overcoming the challenge of short budget cycles as well as lobbying government for longer-term funding of programs
- Strengthen local NGOs and ensure their practice matches community-based ideals and visions
- Form formalised and funded WASH working groups at the country and regional level to share learning, develop minimum standards of practice and allow them to speak with a collective voice on issues of concern
- Ensure low-cost and appropriate technology options are promoted to communities
- Develop a stronger evidence base for the impact and value of behaviour change and health promotion activities
- Use local networks in countries to play a role in making donors accountable for their investments
- Play an advocacy role so governments take leadership; providing a bridge between national policies and communities and avoiding NGOs duplicating government roles
- Build staff-development into all initiatives (e.g. on-the-job training), foster career pathways, give local staff greater responsibilities and provide greater incentives to develop and retain high-quality staff

### Private sector representatives recognised the need to:

- Contribute more proactively to development dialogue, in particular to be active in the Water and Sanitation Reference group through re-invigorating the Australian Water Association (AWA)'s Watsan Specialist interest group
- Pro-actively focus on and ascertain consumer or customer needs
- Actively facilitate information-sharing among consultants and AusAID to improve learning and innovation and build on their significant knowledge and experience in the WASH sector
- Include a greater focus on operations and maintenance in contracts, not just capital works
- Encourage changes in donor procurement practices to allow for succession planning so that younger, less experienced staff are given opportunities to participate and up-skill, particularly in the face of up-scaling activity in WASH

### Academic and research institutions recognised the need to:

- Solicit academic-NGO partnerships towards priority solutions to overcome lack of intersectoral communication and coordination
- Provide appropriate professional training, establish accredited quality assurance programs to overcome lack of evidence on what works and why and the need for verification of technology effectiveness
- Participate in the development of the monitoring and evaluation framework for AusAID programs to overcome poor integration of research into practice

# Conference Program

TIME	SESSION	TITLE	CHAIR/SPEAKER
27 October 2008 – Opening and Focus on Sanitation/Hygiene			
8.00	<b>Registration</b>		
8.00	<b>First Meeting of Rapporteur and Action-Planning Task Force</b>		
9.00	<b>1 Opening Plenary</b>		<b>Chair: Conny Lenneberg, Director, Policy and Programs, World Vision Australia</b>
(10 mins)		Welcome	Chair
(30 mins)	Keynote	Keynote address	Bob McMullan, MP, Parliamentary Secretary for International Development Assistance
(20 mins)		Conference purpose, participants, process, action plan development	Piers Cross, MC, Consultant and former WSP Global Program Manager, World Bank
10.00	<b>Coffee/Tea</b>		
10.30	<b>2 What is the Water/Sanitation/Hygiene Problem and Key Address from Tim Costello.</b>		<b>Chair: Ir. Nugroho Tri Utomo, Head of Sub Directorate for Water and Waste Water, Directorate Settlement and Housing, National Planning Agency, Indonesia</b>
(20 mins)	Keynote	The Global Water and Sanitation Challenge and a Snapshot of the East Asia and Pacific Situation	Clarissa Brocklehurst, Chief WES, UNICEF
(20 mins)	Keynote	Key Strategies to Scale Up Large Scale Water Supply and Sanitation Programs	Jaehyang So, Global Program Manager, WSP
(20 mins)	Keynote	Keynote Address	Tim Costello, CEO, World Vision Australia
(60 mins)		Panel of senior stakeholders respond to lead addresses Plenary questions	Panel to include: Tom Mollenkopf, Chief Executive, Australian Water Association Peter Feldman, Regional Water and Environmental Sanitation Advisor, Plan International Asia Regional Office
12.30	Lunch		
13.30	<b>3 Key Sanitation Lessons/Challenges/Opportunities in East Asia and the Pacific</b>		<b>Chair: Grant Hill, Oxfam Australia</b>
(20 mins)	Keynote	Meeting the Sanitation Challenge in East Asia and the Pacific	Almud Weitz, Regional Team Leader, WSP-EAP
(15 mins)	Keynote	Changing Sanitation Behaviour and the experience of CLTS	Andy Robinson, Independent Water and Sanitation Specialist
(10 mins)		Plenary Questions	
(10 mins)	Case Studies	Experience in Hygiene Behaviour Change in the Pacific	Jocelyn Loughman, World Vision Vanuatu
(10 mins)		Community-based Sanitation and Decentralized Waste Water Treatment Solutions in South East Asia	Andreas Ulrich, Regional Project Co-ordinator for South East Asia, BORDA
(10 mins)		Global Sanitation Fund – Opportunities for East Asia and the Pacific	Barry Jackson, Manager, Global Sanitation Fund, WSSCC, Geneva
(15 mins)		Speakers answer questions in a plenary on sanitation and hygiene	
15.00	<b>Coffee/Tea</b>		
15.30	<b>4 Round Table on Sanitation and Hygiene Policy in Selected East Asian and Pacific Countries: Lao PDR, Papua New Guinea, Solomon Islands, Timor Leste</b>		<b>Chair: Almud Weitz, Regional Team Leader, WSP-EAP</b>
(60 mins)	Country presentations	Each country rep has 15 mins to introduce one significant country policy/experience in sanitation or hygiene.	Lao PDR – Dr Nouanta Maniphousay, National Centre for Environmental Health and Water Supply, Ministry of Health Papua New Guinea – Joel Kolam, Department of Health Solomon Islands – Robinson Fugui, Ministry of Health Timor Leste – Tomasia de Souza, Ministry of Health
(30 mins)		Plenary Questions	
17.00	<b>Closure of Day One</b>		
17.00 – 19.00		NGO Caucus	<b>Chair: Peter Dwan, Head of International Programs, WaterAid Australia</b>

## CONFERENCE PROGRAM

TIME	SESSION	TITLE	CHAIR/SPEAKER
28 October 2008 – Focus on Water			
8.00	<b>Second Meeting of Rapporteur and Action-Planning Task Force</b>		
9.00	<b>5 Key Water Lessons/Opportunities/ Challenges in East Asia and the Pacific</b>		<b>Chair: Dr Juliet Willetts, Institute for Sustainable Futures, UTS</b>
(20 mins)	Keynote	Services for the Urban Poor in East Asia	Bert Diphorn, Director (Ag), Human Settlements Financing Division, UN-HABITAT
(20 mins)	Keynote	Myths and Reality in Rural Water Supply	Clarissa Brocklehurst, Chief WES, UNICEF and Chair, Rural Water Supply Network (RWSN)
(20 mins)	Keynote	Tackling Non-Revenue Water: Case Study of Maynilad	Irineo L.Dimaano, Head Central NRW, Maynilad Water Services, Inc
(30 mins)		Plenary Questions	
10.30	Coffee/Tea		
11.00	Session Continues		
(15 mins)		Utility Reform – Cambodia Case Study	Dr Visoth Chea, Assistant General Director, Phnom Penh Water Supply Authority
(15 mins)		Water Demand Management in the Pacific Islands	Latu Kupa, Pacific Water Association
(15 mins)		Sustainable Urban Water Management – the SWITCH Program	Hubert Gijzen, PhD, Director and Representative UNESCO Office, Jakarta
(15 mins)		Water Quality Management – Case Study of Arsenic mitigation in the greater Mekong	Mark Henderson, Regional Adviser, WASH, UNICEF
(30 mins)		Speakers answer questions in a plenary on water supply.	
12.30	Lunch		
13.30	<b>6 Round Table on Water Policy in Selected East Asian and Pacific Countries: Cambodia, Indonesia, Philippines, Vanuatu, Vietnam</b>		<b>Chair: Mark Henderson, Regional Adviser, WASH, UNICEF</b>
(75 mins)		Each country rep speaks for 15 mins introducing one significant country policy/experience in water supply	Indonesia – Ir. Budi Hidayat, M.Eng.SC, Director for Settlement and Housing, National Planning Agency Philippines – Lyn Capistrano, Executive Director, Philippines Centre for Water and Sanitation Vanuatu – Erikson Sammy, Water Resource Manager, Department of Geology, Mines and Water Resources Vietnam – Le Thieu Son, Ministry of Agriculture
(15 mins)		Plenary Questions	
15.00	Coffee/Tea		
15.30	<b>7 Group Discussion – Selecting Priority Actions for Action Plan</b>		<b>Chair: Piers Cross, MC, Consultant and former WSP Global Program Manager, World Bank</b>
		Participants divided up into stakeholder groups to discuss and develop suggested stakeholder actions	
17.00	Closure Day 2		

## CONFERENCE PROGRAM

TIME	SESSION	TITLE	CHAIR/SPEAKER
29 October 2008 – Aid Architecture/Support and Action Planning			
8.00	<b>Third Meeting of Rapporteur and Action-Planning Task Force</b>		
9.00	<b>8 Aid Harmonization and Partnerships</b>		<b>Chair: Alan Coulthart, Principal Adviser, Infrastructure, AusAID</b>
(20 mins)		Australian Government's Water and Sanitation Initiative	Marcus Howard, Water-Infrastructure Adviser, AusAID
(15 mins)		Development of SWAp and Improving Water and Sanitation Co-ordination	Christopher Dureau, Sector Strategy Adviser, Matrix International Consulting
(15 mins)		NGO Partnerships and Roles for NGOs in East Asia and the Pacific	Dr Juliet Willetts – Institute for Sustainable Futures, UTS
(40 mins)		Roundtable on Aid Harmonization and Making Aid More Effective Plenary Questions	Panel to comprise: Marcus Howard, Water-Infrastructure Adviser, AusAID Jaehyang So, Global Program Manager, WSP Andre Dzikus, Chief, Water Sanitation and Infrastructure Branch, UN-HABITAT Janet Parry, Program Manager, PLAN International
10.30	Coffee/Tea		
11.00	<b>9 Capacity Building</b>		<b>Chair: Mark Pascoe, CEO, International Water Centre</b>
(15 mins)		Building Water Sector Capacity: Australia's Experience and Contribution to East Asia and the Pacific	Tony Kelly, Managing Director of Yarra Valley Water and Chairman of WaterAid Australia
(15 mins)		Performance Improvement of Utilities by Twinning	Robert Hood, Lead Facilitator, Water Operators' Partnerships (WOPs) in Asia
(15 mins)		Leveraging Capacity from the Private Sector	Dr Alison Baker, Manager – International Development, GHD
(45 mins)		Roundtable on addressing the challenge of capacity building.	Panel to comprise: Rod Jackson, Water and Sanitation Specialist, World Vision Australia Jim Black, A/Professor, Nossal Institute for Global Health, University of Melbourne Marc Overmars, SOPAC Robert Anscombe, Cardno Acil, PALS Program Director
12.30	Lunch		
14.00	<b>10 Presentation of Conference Statement and Action Plan</b>		<b>Chair: Piers Cross, MC, Consultant and former WSP Global Program Manager, World Bank</b>
(30 mins)		Rapporteur Group Presents Conference Statement and Draft Action Plan, including NGO Caucus inputs	Dr Juliet Willetts, James Wicken, Andy Robinson and Rod Jackson
(60 mins)		Plenary Comments and Amendments to Action Plan	
15.30	<b>11 Closing Plenary</b>		<b>Chair: Matt Gledhill, Policy Adviser, Government Relations, World Vision Australia</b>
(10 mins)		Thanks and Closing Statements	Chair and Alan Coulthart, Principal Adviser, Infrastructure, AusAID
(20 mins)		Conference Evaluation	
16.00	Coffee/Tea	Closure Day 3	

# Conference Participants

## SANITATION AND WATER CONFERENCE 2008 MELBOURNE AUSTRALIA

NAME	ORGANISATION
Adam Laidlaw	WaterAid Australia
Agnes Balota	German Agency for Technical Cooperation GTZ
Akuamoah Rolland Kwesi	Town and Country Sanitation
Alan Toole	International Support Aid
Allison Hellier	Chandelier Ministries
Amanda Benson	Save the Children Australia
Amanda McClelland	Concern Worldwide
Amo Mark	PNG Waterboard
Amsalu Negussie	Plan International Eastern and Southern Africa
Amy Goodhew	United International Mission
Ancilla Bere	Oxfam GB Humanitarian Indonesia office
Andy Thomson	Oxfam NZ
Anna Powell	Department of Defence
Antoinette Kome	SNV
Asante Payin Kwabena	Town and Country Sanitation
Ben Fawcett	Independent
Bethany Davies	Engineers Without Borders Australia
Brian Kay	Queensland Institute of Medical Research
Caitlin Pilkington	Connell Wagner
Carol Bellew	IDSS
Chris Sullivan	Eco Harvest
Christian Nielsen	Live & Learn Environmental Education
Cindy Colla	IDSS
Clare Tonkin	Clare Tonkin
Colin Davis	UNICEF
Danielle Roche	City West Water
Darian Clark	AusAID
Darryl Jackson	TEAR
David Freyne	Delegation of the European Commission to PNG
Di Kilsby	Plan
Diane Boase	Global Education Project Victoria
Diane Clarke	International Aid Support
Diane Cousineau	International WaterCentre
Dominic Keyzer	World Vision Australia
Donna Webb	Australian Red Cross
Eilnaz Siadati	Parspeyab
Elizabeth Irvine	University of Melbourne
Fiona Chandler	International WaterCentre
Gabrielle Halcrow	International Womens Development Agency
Graham Brown	Nossal Institute for Global health
Grant Hill	Oxfam

NAME	ORGANISATION
Grant Hill	Oxfam Australia (staff) & WaterAid Australia (Board Member)
Greg Beatty	Apex Leasure
Greg McLean	A S U
Greg Thompson	Transparency International Australia
Hans Zerr	Australian Development Gateway
Ian Grant	World Vision
Ingrid De Lacy	International WaterCentre
Jacinta Boyle	World Vision
Jacqui Snelson	Student MPH just completed
James Wicken	WaterAid Australia
Jammie Saena Tuumuli	Samoa Water Authority
Jan Parry	Plan International Australia
Jan Van Der Vliet	AC Consulting Group Ltd
Jane Bean	Oxfam Australia
Jennifer Donohoe	AusAID
Jenny Brown	SVP Industries Pty Ltd
Jeppie Nielsen	Nielsen Environmental Pty Ltd
Jeremy Smith	EWB
Jim Black	Nossal Institute for Global Health University Melb
Joao Jeronimo	NULL
Joel Kolam	Department of Health, PNG
John Donnelly	World Vision Australia
John Gildea	Coffey International Development Pty Ltd
John Kelleher	Oxfam Australia
John Weate	Wateraid Australia
Julie Smith	World Vision Australia
Karen File	Secondee WV Vanuatu
Kate Jeffery	Moreland Community Health Service Inc
Kathryn James	World Vision Australia
Kathryn Smith	Rotary International
Keith Simpson	IDSS (Connell Wagner)
Ken Marshall	GRM International
Keryn Clark	Oxfam Australia
Kevin Hellier	Chandelier Ministries
Kim Alexander	CSIRO
Leigh Davison	Southern Cross University
Liliane Sandra Kente	KIST Rwanda
Lina Magallanes	ABM
Linda Isidori	NULL
Magnus Moglia	CSIRO Land and Water
Mahfuzur Rahman	Muslim Aid Cambodia Field Office

## CONFERENCE PARTICIPANTS

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Marc Kron	IDSS
Marc Overmars	SOPAC Secretariat
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Mark Pascoe	International WaterCentre
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Matt Gledhill	World Vision Australia
Matthew Bond	FH Designs
Matthew Gieseemann	City West Water
Matthew Pearce	Hyder Consulting
Megan Bourke	Global education Project,Victoria
Megan McGrath	World Vision Australia
Megan Tucker	Plan International Australia
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Mike Turner	SVP Industries Pty Ltd
Mina Madani	Parspeyab
Naomi Carrard	Institute for Sustainable Futures, Uni of Technology Sydney
Naser Rafighi Oskuei	Parspeyab
Natalie McKelleher	AusAID
Nathan Clarke	International Support Aid
Nathaniel Matthews	International WaterCentre
Nguyen Kim Quy	Danish Embassy Hanoi
Nicholas Romas	kiron
Nickson Samblap	South Seas Envangelical Church
Norman Walker	Connell Wagner
Paritosh Sarker	WaterAid Australia
Paul Shanahan	Care International
Paul Tyndale	Oxfam Australia
Pauline Komolong	Oxfam NZ
Peter Dwan	WaterAid
Peter Feldman	Plan International Asia
Phearak Svay	World Vision Australia
Phillip Walker	Motsamai Consulting
Pichnimit Nuon	Department of Rural Water Supply Ministry of Rural Development
Pius Haunje	WaterAid Australia
Prakash Lamsal	Plan International Timor Leste
Praphulla Shrestha	Oxfam Australia
Prue Bodsworth	RAYAD
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Richard Gillett	Rural Water Supply and Sanitation Prog PNG

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Rosianto Hamid	Oxfam GB Humanitarian Indonesia Office
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Steven Iddings	World Health Organization
Stuart Eastaugh	F Cubed Australia Pty Ltd
Tae-Hyung Kim	UNESCAP
Tom Mollenkopf	Australian Water Association
Uma Menon	AFAP
Valetim Da Costa Pinto	WaterAid Australia
Vikki Uhlmann	Vikki Uhlmann Consultancies
Voula Zacharias	International Support Aid
Walter Berier	Deutsche Welthungerhilfe E V
Leonie Crennan	