

WASH 2014

for everyone everywhere

conference   

24 – 28 March 2014

Brisbane, Australia

CONFERENCE REPORT



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FOREWORD TO THE CONFERENCE



It is my pleasure to welcome you to the Water, Sanitation and Hygiene Conference (WASH) 2014.

This conference is an opportunity for leading practitioners from civil society, government, industry and academia to share their knowledge

and skills in order to ensure the benefits of safe WASH are shared by 'everyone, everywhere'.

In Australia, we enjoy easy access to fundamental WASH facilities and services, and globally the proportion of people with access to safe water has doubled since 2000. However, in many parts of the world a WASH crisis continues. Currently, there are 2.5 billion people without access to adequate sanitation – that is one in three of the world's population.

We should not forget that more than 750,000 children every year – that is more than 2,000 children a day – die from diarrhoea caused by inadequate access to safe water and sanitation and poor hygiene practices. This lack of access to basic services even affects many of our closest neighbours in the Indo-Pacific region.

All evidence indicates that improved WASH has a substantial influence on health, quality of life, poverty reduction and economic growth. Water, sanitation and hygiene support healthy, productive people, and WASH in schools and health centres makes it possible for more women and girls to access education and health services.

The Department of Foreign Affairs and Trade (DFAT), for example, values WASH as a foundation of preventative health and seeks to foster greater coordination between the health and WASH sectors.

The Australian Government has made a significant impact in improving health outcomes by working with developing countries to promote access to WASH. Unfortunately, global progress has been slow because scaling up access to sanitation is difficult, infrastructure needs for water supply and urban sanitation are intensive and improving hygiene requires people to change their basic daily behaviours. Installing a new water tap can be easier than changing old habits.

But we know that sustainable WASH is critical for economic growth and human and social development. Thus, the basic question at the heart of this conference must be:

How are we, as actors in the WASH sector, going to behave differently and more effectively to achieve sustainable access to water, sanitation and hygiene for everyone, everywhere?

Any focus on promoting equitable access to water and universal sanitation must include a focus on sustainability. In a resource-conscious world with an increasing population, sustainable outcomes are imperative.

I urge you to take the opportunity afforded by this conference to engage with your colleagues, to seek new ways to improve access to WASH globally, and to share your ideas on how to ensure the outcomes achieved are sustainable.

Senator the Hon Brett Mason
Parliamentary Secretary to the
Minister for Foreign Affairs



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Introduction

WASH 2014, held in Brisbane during 24-28 March 2014, was the third in a series of conferences hosted in Australia and supported by the Department of Foreign Affairs and Trade (DFAT) covering Water, Sanitation and Hygiene (WASH) issues in development. Since 2008 the conference series has grown to become one of the region's leading water, sanitation and hygiene meeting places.

The WASH 2014 conference brought together more than 300 participants from 38 countries. There were 55 presenters, 26 poster presenters, some of the world's best thinkers in plenary, two days of conference presentations and 12 parallel training sessions over three days of training.

During the week the participants contributed collectively to new thinking about WASH. As the world moves towards the post-MDG era the global community will make new goals and fresh commitments to sustainable development. The conference contributed to building participants' ability to engage in this debate and ensure that WASH features prominently in the agenda. But new goals and targets are more than just words; they

represent a call to find new ways of working which reach more people, more rapidly and with greater long-term sustainability.

It was for that reason that the conference focused on three sub themes;

Equitable access, universal services; in this stream presentations showcased experiences from the front line where practitioners are devising new ways to empower the hardest-to-reach, be they in remote communities which have been habitually neglected, or hidden amongst the communities which are 'already served'. During these sessions participants were encouraged to challenge the status quo and explore how to change business-as-usual so that their work would genuinely reach the poorest and the most excluded.

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Introduction (continued)

Achieving health outcomes with WASH; in these sessions the conference heard about the latest research linking WASH to the reduction of a range of adverse health outcomes, taking the dialogue beyond the familiar, to examine the interactions between WASH and nutrition, WASH and maternal health and WASH and neglected tropical diseases, as well as reviewing the latest evidence about the impacts of WASH on diarrhoeal disease.

Sustaining services and outcomes; finally this stream focused on the challenge of maintaining what has already been gained, of moving from an infrastructure implementation mentality to a service delivery mentality. These sessions examined how institutions and financing can be developed to meet this challenge, as well as respond creatively to the increasing pressure induced by climate change, resource constraints and environmental pressures.

In his opening welcome to the country Ashley Ruska of the Nunukul Yuggera Cultural Corporation acknowledged the original

owners of the land on which the conference was held, and talked about the pre-eminent importance of water to the survival of his people. He also talked of the tradition of the message stick – a means of passing information across communities in safety. In his closing remarks, **Marcus Howard**, Chair of the Organising Committee and Senior Infrastructure Advisor at DFAT, used the analogy of the message stick to reflect on the importance of conferences and training events such as this one in building and passing on knowledge. He commented on the extent to which the community of practice in Australia and in the region has grown both in numbers and in its levels of knowledge and experience. The WASH 2014 conference boasted some of the best current thinkers in the WASH sector and touched on most of the pressing and exciting challenges which we currently face.

This summary report highlights a few of the key themes of the conference and attempts to draw together some of the main conclusions and areas of discussion.



Equitable access, universal services

In moving towards universal WASH services and in light of the declaration of the human right to water and sanitation there is renewed emphasis on providing services to a broad range of marginalised communities, households and individuals – people who are often the hardest to reach. There is growing realisation that, as a sector, we need to design approaches which specifically address these ‘most excluded’ groups. But the challenge laid out in the opening plenary by **Almud Weitz** was to consider whether this means that we need explicitly **pro-poor approaches or poor-inclusive programming** or in fact a combination of the two? On the second day, the theme received further emphasis from **Archana Patkar** who called for the sector to **put the ‘one’ back into ‘everyone’**, showing the need for a change of mindset, language and approach so that improved equity becomes both a metric for success and a normalised mindset in the sector.

It was clear from the numerous and disparate examples that **context is crucial**. During the conference some inspiring examples were presented of **approaches that overcome marginalisation in WASH due to gender, age, disability, ethnicity, socio-economic status and stigma**. **Gabrielle Halcrow** set the scene with a framework for exploring WASH outcomes from the perspective of gender equality. She was followed by **Alex Grumbley** showcasing experiences in Timor Leste where efforts have been made to build political will to ensure that resources are really going to be targeted towards the most marginalised and excluded groups. The strong message which came over was that **relationships are vital** because changing the approach is an almost political act of challenging the status quo. This focus on relationships was reinforced by a framework for WASH gender equity outcomes developed by **Naomi Carrard** which captures systematically both

the individual and relationship dimensions of gender equality at household, local and wider societal scales. **Muhammed Asim Saleem** showed how for gender equality in Pakistan, the critical relationships are at the community level, between groups of women and men in communities and the female and male program staff who mobilised/ supported them, often operating in wife-husband, father-daughter or sibling pairs. With respect to disability in Timor-Leste, **Novi Mau** described the critical relationship between the implementing agency and a local disabled persons organisation (DPO). Many speakers commented on the fact that power relationships are important both between stakeholder groups (government and NGOs for example) and within them (**intra-community power relationships may also be critical barriers to progress**), as highlighted by **Paras Thakuri** presenting on inclusive WASH in Nepal.

There were some important conversations about reaching people who are **physically difficult to reach**. This included discussions of specific technical and organisational interventions – such as **Rob Hughes** who showcased the experience of developing appropriate sanitation which works for floating and flooded communities and allows for productive reuse of treated faecal wastes. **Khairul Islam** described the **social exclusion which can arise for people forced to rely on public toilets** which are commercially operated. In Dhaka recent research shows that women and children may be systematically excluded by unscrupulous operators who do not want to employ female attendants, and indeed, how weak regulation can result in public facilities being all but unusable for women, men and children. **Madeleine Jenkins** pointed out that **different cultural traditions can also form a barrier in remote areas**; her work with the Bana Yarralji Aboriginal Corporation

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Equitable access, universal services (continued)

was nearly derailed when conventional planning procedures delayed the start of work even though the community had already committed and planned to start implementation.

During the closing plenary **Matt Bond** commented on the fact that we have come a long way when **people are more nervous about using the word 'subsidy' than the word 'shit'**. This responded to **Petra Rautavuoma's** analysis of pro-poor support mechanisms (formerly known as 'subsidies') for sanitation in Bhutan and Cambodia. **Catarina Fonseca** convincingly argued that support can make an essential difference when it is tailored both in form and scale. Often the financial barrier to participation is extremely slender and can be overcome with a smartly-targeted financial intervention. An understanding of **what dimensions of service are most highly valued by users** can lead to better programming. Many people value the convenience of the service much more highly than has long been thought – and moving services closer to the home can enhance the ability of even the poorest to enjoy sustained access.

A key and important session covered **Menstrual Hygiene Management (MHM)** with **Therese Mahon** presenting the new MHM handbook and **Cara Person** and **Sharon Roose** reporting on practical responses to MHM in projects in Zambia and Uganda. Discussion emphasised the need to include boys and men in the discussion around MHM. MHM is something that has to be addressed in multiple locations (household, schools, the workplace, the market) and, because practices are deeply embedded in social norms and structures, improvements require behaviour change interventions in multiple settings. For these reasons it is a truly cross-agency issue and requires collaboration between multiple agencies and actors.

Recognition of the Human Right to Water and Sanitation (RTWS) may offer support in the effort to reduce inequality but only in so far as it empowers citizens and motivates governments to tackle the issues of availability, safety, accessibility, affordability, participation, non-discrimination and accountability. To be effective RTWS has to represent more than just a change of rhetoric, and the presentation by **Katie Ross** provided a case of how the RTWS is being incorporated into water safety planning. **Therese Mahon** described the high burden children bear from having their RTWS ignored, as well as positive interventions in South Asia to develop practical tools and community engagement mechanisms for providing WASH access to children. A training workshop on RTWS noted the critical importance of embedding these human rights within national legal frameworks, the importance of analysis to point out gaps in legal frameworks, and the need for a constructive approach to enable



government and citizens to work together to improve services, where with rights also come responsibilities. As **Pak Eko Purwanto** from the Indonesian national planning agency noted in plenary, many questions still remain for governments trying to put the RTWS into policy.

Finally, in this stream, the conference shone a light on the need for **monitoring of inequalities**. A renewed emphasis on equitable access to universal services will challenge our traditional approaches to monitoring WASH improvements. New approaches are required that disaggregate data by dimensions of marginalisation and can inform us about our progress towards greater equality. Two presentations highlighted how service level definitions are fundamental to the way we monitor progress towards equality. **Mark Elliott** analysed this with respect to the water and sanitation MDGs, demonstrating how much lower water coverage would be globally if access

was defined as a household connection. Using remote communities in Australia as the setting, **Liz Patterson** and **Trevor Tann** explained how equitable access requires us to think differently about service levels in rural and urban contexts. In the Day Two plenary **Sanjay Wijesekera** illustrated the power of data to drive a sophisticated discussion on inequality. Slow progress in the Pacific region, and even some slippage in access rates, indicates that the region as a whole needs more support, although it is also possible to see how one country (Papua New Guinea) lags significantly behind the rest both in absolute terms and when wealth equity is taken into account. There was also a sneak preview of new 2014 JMP analysis which shows how countries can **make progress in overall access and simultaneously either increase or decrease inequalities**. This shows the way to a new approach to tracking progress which demands greater attention to exclusion and inequity.



Achieving health outcomes with WASH

WASH is a foundation of preventative health and yet has not featured strongly in health policy and programs in recent decades. This is set to change; both DFAT through its organisational structure and the emerging 2015 framework seek to foster greater coordination between related sectors, such as WASH and health, to maximise outcomes.

This shift is critical and timely – as the world grapples with a new generation of health-related challenges, it is vital that WASH is seen to be a key part of health policy. **Jamie Bartram** persuasively argued in the opening plenary that good WASH is not just about preventing diarrhoea, **it is about promoting good all-round health**. There has been compelling evidence of the link between WASH and numerous disease groups for many years and increasing new evidence of the links to reduced maternal mortality, reduced childhood stunting, improved quality of care for those suffering with both chronic and acute conditions and better disease management. To achieve real impact of WASH on health, what is required is **good WASH, for everyone, everywhere, always**.

We heard important information about WASH and nutrition. **Almud Weitz** summarised recent evidence on WASH and nutrition and the **huge impact of protecting children from WASH-related diseases in the first 1000 days from conception as a foundation for good health**. This can also be seen in the disappointing results of programs seeking to improve nutritional intake alone in many countries. **Nga Huy Nguyen** showed how improved nutrition in Vietnam has not reduced stunting (short height-for-age), while **Tari Bowling** showed, in a small case intervention in Laos, how increased breastfeeding and better domestic hygiene practices do appear to have reduced stunting. While the evidence is not yet strong enough to quantify the exact impact of WASH on stunting, it is **strong enough to**

demonstrate that WASH is a key step in reducing risk for children in the first 1000 days.

The conference placed particular emphasis on Neglected Tropical Diseases. Increasingly there is recognition of WASH as a key strategy for reducing risk of disease transmission, even in the absence of trial data that quantifies the impact of WASH on disease outcomes. This reflects the fact that the importance of WASH for human health has been recognised for over a century, predating the widespread use of impact evaluations that characterises current decision making processes for public health. In the case of Trachoma control, Facial cleanliness and Environmental improvements (the F and E components of the WHO-endorsed SAFE strategy for trachoma elimination) have been known to be key interventions for many years.

Wondu Alemayehu showcased the **value-for-money of simple WASH interventions**

in reducing trachoma, stimulating a useful discussion on how to combine what has been learned about promoting handwashing to include face hygiene.

Austin Beebe presented the similarities of approaches to disease prevention as well as morbidity management (treatment and care) between trachoma and Lymphatic Filariasis – emphasising the importance of WASH for both diseases and providing recommendations for action. Evidence of **the impact of WASH on reducing worm infestations is also compelling**, as described in the case of Timor-Leste by **Suzu Campbell** and **Susanna Vaz Nery**. **Franziska Bieri** presented the potential impact of using innovative communication approaches such as video animation to reduce worm infections in schools, based on a case study from China.

There was also a strong message about the link between WASH and maternal mortality. **Yael Velleman** detailed the role of WASH in maternal health outcomes and presented the results of research by investigators from

the London School of Hygiene and Tropical Medicine and the Soapbox Collaborative.

Giorgia Gon presented evidence from Afghanistan, which clearly showed that lack of hygiene at birth kills both babies and mothers. **Alison Macintyre** provided compelling insights on the conditions in which women give birth in Papua New Guinea, and the role that WASH plays in their birth-related choices and behaviours. ***There is an emerging agenda of addressing the issue of WASH in Health Care Facilities and this must be accelerated.***

While much of this new thinking was welcomed, the challenges posed by existing health sector approaches were acknowledged. These challenges are in part due to the different ways in which the WASH and health sectors deliver, fund and monitor programs. Fortunately ***the health sector is increasingly turning to WASH for answers***, in particular in areas of poor progress, and while there is a clash of approaches between the two sectors, even within agencies, the creative tension may enable the community as a whole to come up with effective and scalable approaches. **Theonest Nkurunziza** showed how community health clubs in Rwanda have proved a valuable focal point for cross-sectoral community engagement. **Christine Moe** reported on recent research into contamination in the urban environment and the potential power of data to influence health policy making. Finally **Khairul Islam** described how WASH has enabled health and water professionals to increasingly collaborate in Bangladesh.

In summing up the health stream we heard perhaps three key messages. The first was about evidence. The evidence is already compelling and ***a need for further evidence can no longer be used as an excuse not to see WASH as a key preventive health intervention.*** Perhaps more important is to ensure that all interventions include relevant indicators both at the outcome and impact

level to ensure that the right interventions are delivered, which can in turn impact positively on health. The second was about the need for a shared vision: ***there is strong potential where stakeholders coalesce around one objective, to reach people with a powerful package of preventive health interventions.*** In some areas, particularly hygiene behaviour change, the WASH sector really can lead the way. And finally, ***talking to ourselves won't get us far.*** WASH professionals have to work with other communities to build common language. A key area of focus for WASH should now be on areas where health systems struggle: morbidity, stunting, and disease elimination.





Sustaining services and outcomes

With the end of the MDG period in our sights, the focus of WASH efforts over recent decades has been on promoting first-time access to safe water and improved sanitation. Some impressive results have been achieved, yet as a sector we continue to face challenges around sustaining these outcomes and progressively improving the quality of services provided. There is now widespread acknowledgement of the need to consider the full water, sanitation and hygiene service chains when planning, designing, implementing and evaluating WASH programs and to move from a focus on access to a **focus on sustained service delivery**. This requires extending our view to encompass all aspects of service delivery including the wider institutional contexts and financing mechanisms through which service delivery occurs.

At the same time, in a resource-constrained world with uncertainty presented by climate change, the conversation is shifting away from discussion of environmental and economic 'trade-offs' towards prioritisation and approaches that maximise the value of resource use and reduce vulnerability. Reflecting this there is a growing evidence base in the WASH sector on innovative approaches to management of water and waste, including re-framing WASH 'waste' products as resources.

A strong theme of the conference related to the challenge of **establishing and maintaining effective WASH services in urban areas**. From Africa **Olinda Souza** and **Carla Barros Costa** both spoke about the challenges of effective WASH delivery in Mozambique. They highlighted the need for selecting the right financial and contractual tools to encourage the right sorts of behaviours from service delivery agents. **It remains a strong public responsibility to set policy and steer service providers into the delivery of sustained services, particularly**

for poor and previously-unserved communities. This point was shown to be relevant right across the continent by **Glenn Pearce-Oroz** who showcased other examples of how city-wide service delivery can either work, or fail, when incentives are harnessed in the right, or the wrong, way. **Ruth Kennedy-Walker**, through research of slum sanitation in Zambia, demonstrated how understanding the social dynamics of a community can help **understand its readiness to make improvements**, which, coupled with an appropriate technological solution, can lead to more sustainable solutions. These points were echoed later in another session by **Isabel Blackett** who reported on recent analysis carried out by WSP which shows **how little faecal sludge, septage and sewage is effectively managed if cities don't have effective policy and implementation capacity in place right across the sanitation value chain**. Perhaps more alarmingly still, the authors of this report found that the real situation of faecal sludge accumulation in cities remains **invisible to policy makers**.

Tracey Keatman raised important points in discussions around climate change with a clear analysis of the challenges of addressing climate change and the role of the environment in policy and partnerships. Because **climate change impacts affect everyone, but are controlled by no one individual or organisation**, the boundaries of responsibility are blurry; conversations can rapidly become complex and accountability for action is easily lost. But **Wade Hadwen** also showed that **climate change is no longer something that can be ignored in WASH planning in many places**, particularly in the Pacific, while **Alana George** demonstrated that progress can be made when she showcased work in Timor-Leste to build communities which are both climate resilient and food secure.

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Sustaining services and outcomes (continued)

Furthermore we heard some good news on an increasing focus on working towards more robust systems of waste management. **Almud Weitz** reported on work which shows that **investing in sanitation in East Asia and the Pacific can bring substantial economic benefits**. There are even strong possibilities of generating significant financial benefits, through the valorisation of sludge and other wastes in the form of energy or as agricultural inputs. However the presentation of **Sharmin Farhat Ubaid** (presented on her behalf by Barbara Evans), which showed promising results in terms of the potential for reuse of sludge from pit latrines as compost and fertiliser in Bangladesh, also **highlighted the need for a thorough understanding of the markets for both pit waste and wastewater collection and the resale of processed products**. Linked to this, **Cynthia Mitchell** reported on results of research which show the overriding importance of effective governance to enable communities to manage decentralised services. Overall most of the participants in this session cautioned against assuming that the value of sludge and other faecal wastes would necessarily result in financially self-sustaining systems but agreed that the value of the products would usefully offset the costs of transport and processing.

Significant progress has been made in developing and rolling out approaches to **sanitation marketing**. Market research is critical because the social and technical drivers of effective sanitation uptake are very context-specific. Methods are evolving to carry out this type of research effectively. **Phave Daroath** showcased work to understand household consumers in Cambodia while **Regina Souter** and **Dani Barrington** and **Ansy Sopacua** presented different experiences from the Pacific Region and Timor-Leste respectively.



A session on **optimising the different roles of government, donors, private sector and civil society reminded us that the lines between these actors are sometimes blurry**, with the emergence of new forms of organisation such as social enterprise, shared financing arrangements across different actors and professionalisation of community management arrangements. **Juliet Willetts** and **Janina Murta** questioned commonly held assumptions about why enterprises engage to support WASH services and reported on **incentives influencing the roles taken by enterprise, NGOs and government** in Vietnam, Indonesia and Timor-Leste. **Richard Franceys** described a search for 'successful' examples of community management in India and the **wide variation in financing and organisational models** these represented. Bringing donors into the picture, **Justino da Silva** described efforts to examine aid effectiveness in the WASH sector in Timor-Leste, demonstrating some progress



and also further action that is needed against the principles of ownership, harmonisation, alignment and transparency. Paul Munro also brought in the role of the private sector, showcasing an example of a successful social enterprise in Sierra Leone.

Finally in this stream there was a session looking at **how sustainability can be embedded in monitoring systems**. Harold Lockwood, reporting on the experience of developing the 'Triple-S' approach to sustainable water supplies, emphasised that the push for monitoring service delivery frameworks and sustainable services still comes strongly from donors rather than from within countries themselves, but that this is slowly beginning to change, and that **greater investment and effort should be focused on country sector monitoring**. Eric Harvey reported a similar lesson from the WaterAid sustainability tool development exercise and pointed out the internal organisational culture shift required to develop and implement such tools. Both of these presenters and Trevor

Nott showed the importance of looking beyond the technology to the **systems and policies which support or hinder effective long term management of WASH services**. Finally Glenn Pearce-Oroz summarised some of the important recent developments in using **information, communication technology, remote sensing and personal devices to shorten the cycle of information collection and feedback**. This may well prove to be the critical step in moving from a passive and static reporting approach to a more dynamic and responsive system which can create accountability and incentives for improved management of services.

The training program

Too much information, not enough learning: The challenge of making WASH knowledge systems that work

Bronwyn Powell, International WaterCentre
Kathryn Harries, Civil Society WASH Fund

In the WASH sector there is a plethora of information, but not always the ability or willingness to learn, both as organisations and individuals. Effective knowledge systems require organisations to imbed knowledge and learning in day to day work in a way which achieves goals and empowers staff. Additionally they require reflective professionals motivated to learn and equipped to build knowledge and learning into their programs. This training session covered: the theory behind learning and knowledge; how to improve knowledge management within an organisation, along with good practice case studies; and action learning and action research.

Developing partnerships in practice: Strengthening partnerships for sustainable WASH services

Tracey Keatman, Building Partnerships for Development

Effective partnerships and clear institutional arrangements are essential for sustaining WASH services. However, insufficient attention is often paid to developing the capacities required to foster relationships that are mutually respectful, accountable and equitable as well as complementary to the aims and vision of each party. Many organisations do not have the skills, experience or confidence to put into practice these principles and to embed a more strategic partnership approach across their organisations. This training session aimed to build the capacities of participants to more proactively address internal functional challenges to effective partnership and to develop more robust and practical partnership governance and accountability mechanisms.

Planning for improved urban environmental health through rapid participatory assessment of sanitation systems

Jonathan Parkinson, SPLASH
Christine Moe and Habib Yakubu, Centre for Global Safe Water, Emory University
Contributions from World Health Organisation

It is widely recognised that in low-income urban communities throughout the developing world, urban environmental health is adversely impacted by inadequate or dysfunctional sanitation systems. Responding to this situation and designing effective control measures to mitigate these risks requires an understanding of the critical points in the sanitation service delivery chain which are the source of hazardous events. This training session outlined a conceptual framework for understanding risk in relation to hazardous events, exposure and vulnerability. The workshop enabled participants to understand how a process of participatory risk assessment can help stakeholders understand and respond to these health risks and the application of various risk assessment tools that can support this process.

Making WASH Inclusive: Ensuring marginalised groups have access to WASH services

Rosie Wheen and Louisa Gosling, WaterAid

This training session introduced participants to the social model of exclusion and how this can be used to develop inclusive WASH programs. The first step was to systematically analyse the physical, institutional and attitudinal barriers to WASH services faced by different groups in different contexts. The next step involved developing practical solutions that could be incorporated into software and infrastructure aspects of a WASH program to help overcome these different barriers. The training used a combination of participatory and engaging

activities, and a set of clear and well tested presentations and learning materials. These materials enabled participants to apply the analysis to the excluded groups most relevant in their context and to then use the analysis to develop solutions that they will be able to incorporate in their on-going WASH plans. Group discussions enabled participants to share a wide range of experiences of both problems and solutions.



How to monitor gender in WASH programs: A practitioner's guide

Krissy Nicholson, Deborah Elkington and Lee Leong, Plan International Australia

This training session provided WASH practitioners with a useful tool to monitor Gender in their programs. The training focused on the 'why, what, how and what if's of Plan's Gender and WASH Monitoring Tool (GWMT). The tool comprises a series of participatory rural appraisal activities used in a community meeting setting. Participants include equal numbers of women and men across different age groups. The tool builds on four key principles of a WASH Resource Guide: a. participation and inclusion, b. decision making, c. seeing and valuing different roles and responsibilities, and d. creating opportunities for change.

Realising the human rights to water and sanitation: From policy to practice

Juliet Willetts and Janina Murta, Institute for Sustainable Futures

This training session enabled participants to: compare how the international human rights to water and sanitation have been translated into country contexts; demonstrate the value of legal (constitutional and legislative) guarantees as opposed to piecemeal translation of international human rights to water and sanitation into country contexts; describe the legal mechanisms that can be used to translate international human rights to

water and sanitation into a national framework; recognise the opportunities and challenges of fulfilling the different components of these human rights and applying human rights principles and; describe the diversity of roles external actors might play to support the progressive realisation of human rights to water and sanitation (and identify those most suited to participants' organisation type).

Scaling up rural sanitation

Yolande Coombes and Devi Setiawan, Water and Sanitation Program, World Bank

The goal of this implementer-focused training was to prepare governments and civil society actors to address the Post 2015 sanitation goals and targets of universal access focused on reaching the poor and eliminating inequities. Case study/evidence on how NGOs and the private sector can support government led efforts to reach the rural poor at scale was reviewed. Specifically, participants learnt the main components of an effective service delivery model that has been used to increase sanitation coverage to 41 million people since 2007. Global lessons related to strengthening the enabling environment, demand, supply and learning were shared. Participants also reviewed how to align sub-national and national targets with the Post 2015 goals.

Sanitation marketing for practitioners: Introduction to program design and implementation

Mimi Jenkins, University of California
Danielle Pedi, WASH Catalyst

This training equipped sanitation practitioners and technical advisors with a practical understanding of Sanitation Marketing,

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The training program (continued)

how it complements Community-Led Total Sanitation, and the 7-Step Framework of best practices. Participants were introduced to the key activities of the 7 SanMark steps including: assessing favourable conditions, consumer demand and supply market research, product and business model design, demand promotion and marketing strategy, supply chain and business development strategy, piloting and scale up, addressing equity, and monitoring for results. The training drew on global case experiences from more than 10 countries in Asia and Africa to illustrate practical applications of SanMark activities and employed a mix of lecture-based, group work, short videos, and role-play activities.

Sanitation, stunting, poverty and health

Almud Weitz and Dean Spears, Water and Sanitation Program, World Bank

This training session provided evidence and demonstrated the importance of WASH within a framework of water and sanitation, health and poverty. It explained to the target audience how unsafe water and poor sanitation and hygiene lead to adverse health, social and education outcomes which can contribute to both relative and absolute poverty, itself a factor in determining access to improved WASH facilities.

The session also demonstrated how sanitation programs can use existing and new epidemiological evidence to design implementation and advocacy activities which contribute to achieving improved health, social and educational outcomes. The session was structured to balance theory and practice to be relevant for an audience of practitioners, researchers and policy makers. It used a combination of presentations of new knowledge, small group work, interactive presentations and multi-media to cater for different learning styles and to facilitate understanding of the material and stimulate discussion and knowledge-sharing among participants.

From infrastructure to water services that last: Applying a service delivery approach that lasts

**Catarina Fonseca, IRC
Harold Lockwood, Aguaconsult (Triple S)**

This training session looked at both the theory and practice of sustainable WASH, with an underlying 'red thread' or emphasis on service delivery rather than only infrastructure provision. The two-part training session included aspects on institutional functions from across public and private sectors, the role of decentralised government, and a special focus on the costs of delivering services based on the Life Cycle Cost Approach. The two days ended with the development of a bespoke action plan for each participant to take back to host organisations and to address sustainability challenges in their own working environment. The approach to the training was based on adult learning principles with a focus on case studies and inputs of participants' own day to day experiences. The trainers employed a range of different participatory methodologies, films and other audio-visual materials.

Menstrual hygiene matters: Workshop for practitioners

Therese Mahon and Sue Cavill, WaterAid

This session explored key issues and components of menstrual hygiene management (MHM) and how these relate to WASH and other sectors. Through short presentations, case studies and participatory sessions, participants built their knowledge and skills to design MHM interventions. Participants developed communication skills and confidence to break the silence surrounding menstrual hygiene. They were encouraged to share their own experiences and work together to identify appropriate solutions to the challenges faced. The session also supported participants to acquire skills and tools to replicate the training with others.

The posters

For the first time the WASH 2014 conference included electronic voting on all the poster submissions. The quality of the posters was high, and they can be viewed on the website. The posters are listed below and we also include a short summary of our two poster winners.

The winning posters

Inclusive WASH in PLAN Indonesia



PLAN WASH program in Indonesia. Wahyu and some of his colleagues attended the online training on inclusive WASH hosted by the Australian

WASH Reference Group and as a consequence they redeveloped their program to include better designs and new approaches to community consultations and improved WASH access for people with disabilities. The result has been the development of a range of accessible toilets and simple interventions and technologies which can be used equally by all members of the community.

Sustainability of WASH outcomes in PLAN CLTS programs



Paul Tyndale-Biscoe reported on a study carried out by FH Designs to assess the sustainability of OD achievements in PLAN

CLTS programs in four countries in Africa. The study used existing national definitions of ODF and remeasured achievement of ODF status for almost 5000 households in 116 communities. Overall the study found that, using access to toilets as a measure, ODF status remained high (87 percent) but when additional metrics were included in the assessment (presence of hand washing facilities, signs of OD, close-fitting lid) then the rate of 'fall back' from ODF status rose to around 90 %. This demonstrated that the CLTS programs had been very effective at getting households to build and maintain toilets but less so at generating other WASH-related hygiene behaviour change. They also found that almost none of the households had moved up the 'sanitation ladder' by improving their simple pit toilets.



	Poster title	First name	Last name	Organisation
1	Linking WASH and nutrition through cooking classes in rural Laos	Tari	Bowling	Theun Hinboun Power Company
2	Development of WaterAid Madagascar accessibility booklet into households education tool	Lea	Rakotondraibe	WaterAid
3	Monitoring in extra household settings	Kristof	Bostoën	IRC
4	Borrowing for shit	Georgia	Davis	East Meets West
5	Stakeholders' interpretations of a WASH program in East Timor	Naomi	Francis	Nossal Institute For Global Health
6	Issues in managing menstrual hygiene in rural schools of Sri Lanka	Nilusha	Patabendi	Plan International
7	Overcoming barriers to condominal sewers in Zambia	Glenn	Pearce-Oroz	WSP
8	Access for all?...Building disability inclusion into sanitation marketing in Indonesia	Wahyu	Triwahyudi	Plan International
9	Delivering and evaluating the impact of WASH in Myanmar: Lessons learned so far	Hilary	Veale	Burnet Institute
10	Undoing inequity: Inclusive water, sanitation and hygiene programs for all	Louisa	Gosling	WaterAid
11	Sustaining WASH services and outcomes through learning and knowledge management	Lloyd	Bakuwa	Plan International
12	Global assessment of drinking water access vulnerability to climate-related hazards	Mark	Elliott	University of Alabama
13	Innovative financing for rural and small urban water systems	Paul	Hicks	Catholic Relief Services
14	Assessing the long term operating costs of improved sanitation infrastructure using network modelling	Ruth	Kennedy - Walker	University of Newcastle
15	WASH accountability: Experiences and challenges of engaging governments	Sem	Mabuwa	AFAP
16	Scaling up hand washing with soap promotion in Timor-Leste	Heather	Moran	BESIK
17	Gathering the evidence: A systematic review of small private enterprise engagement in WASH	Janina	Murta	ISF
18	Institutional arrangements for decentralised sanitation systems in Indonesia	Tanja	Rosenqvist	UTS
19	WASH-sustaining services and outcomes through development partnerships	Thomas	Schild	GIZ
20	Sustained WASH through optimised partnerships in the Sri Lankan plantations	Benjamin	Thason	World Vision
21	Factors affecting ODF sustainability	Paul	Tyndale-Biscoe	FH Designs
22	Improving Bhutan's urban sanitation services through behaviour change communication	Tashi	Yetsho	SNV Netherlands

Equitable access, universal services

Achieving health outcomes with WASH

Sustaining services and outcomes

Conference Report

Authors: Barbara Evans, Matt Bond, Diane Cousineau, Gerardine Daniels, Amy Hyslop, Marcus Howard, Krissy Nicholson, Bronwyn Powell, Juliet Willetts and Yael Velleman

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Online resources

Powerpoint presentations, posters, videos and podcasts from WASH 2014 Conference are available online at www.watercentre.org/events/wash2014

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Organising Committee

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- Associate Professor Barbara Evans (Conference Facilitator), University of Leeds
- Marcus Howard (Chair) and Gerardine Daniels, Australian Department of Foreign Affairs and Trade
- Bronwyn Powell (Conference Program Manager), Diane Cousineau and Amy Hyslop, International WaterCentre

- Krissy Nicholson, Plan International
- David Shaw and James Wicken, WaterAid Australia and Yael Velleman, WaterAid UK
- Associate Professor Juliet Willetts and Naomi Carrard, Institute of Sustainable Futures, University of Technology Sydney
- Dr Matthew Bond, FH Designs





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