

CIVIL SOCIETY  
WATER, SANITATION  
AND HYGIENE FUND



# Gender Equality and Social Inclusion in the Civil Society WASH Fund



SYNTHESIS REPORT FROM THE FUND LEARNING AND REFLECTION EVENT

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The Civil Society WASH Fund is supported by the Australian Government and managed by Palladium

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- Australian Red Cross
- Habitat for Humanity
- iDE (International Development Enterprises)
- International Rescue Committee
- Live and Learn Environmental Education
- Plan International
- Save the Children
- SNV (Netherlands Development Organisation)
- Thrive Networks
- United Purpose (formerly Concern Universal)
- WaterAid
- Welthungerhilfe
- World Vision

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Cover photo: Mon Boss utilises household tapstand in PNG.  
Photo credit: WaterAid/ Gail Pigolo

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## Acronyms & abbreviations

ARC	Australian Red Cross
CHOPA	Community Hygiene Output Based Aid
CSO	Civil Society Organisation
CS WASH	Civil Society Water, Sanitation and Hygiene Fund
DFAT	Department of Foreign Affairs and Trade
FLARE	Fund Learning and Reflection Event
FMF	Fund Management Facility
GESI	Gender Equality and Social Inclusion
GWMT	Gender WASH Monitoring Tool
HfH	Habitat for Humanity
iDE	International Development Enterprises
IRC	International Rescue Committee
ISF-UTS	Institute for Sustainable Futures, University of Technology Sydney
IWDA	International Women's Development Agency
K&L	Knowledge and Learning
L&L	Live and Learn Environmental Education
NRCS	Nepal Red Cross Society
SCA	Save the Children Australia
SDG	Sustainable Development Goals
SNV	Netherlands Development Organisation
VWU	Vietnam Women's Union
WASH	Water, Sanitation and Hygiene
WV	World Vision

# Executive Summary

The **Civil Society Water, Sanitation and Hygiene Fund** (CS WASH, ‘the Fund’) recognises the importance of good water, sanitation and hygiene (WASH) to all people regardless of gender, social status, ability or ethnicity, and that poor access to WASH disproportionately burdens women and girls. Based on this, gender and social inclusion (GESI) has been a key area of focus in the CS WASH Fund, with each project required to include gender and social inclusion activities and targets. This requirement prompted Civil Society Organisations (CSOs) to consider culturally appropriate ways of strengthening gender equality and social inclusion in WASH demand and supply, and in the governance of WASH services.

In the **gender sphere**, CSO projects in the Fund have variously worked to strengthen the inclusiveness of demand (i.e. engaging women and men in the identification of gender specific WASH needs), supply (i.e. building entrepreneurial skills among women to deliver traditionally male dominated goods and services), and governance (i.e. seeking equitable gender representation and participation in WASH decision-making committees across the program).

In the **disability sphere**, CSO approaches have included strengthening demand inclusiveness (i.e. modifying the design of facilities to enable access for people living with disabilities), supply (i.e. engaging people living with disabilities in the delivery of projects and WASH services) and governance (i.e. explicitly involving people with disabilities in decision-making).

While the Fund has contributed to improvements in GESI in WASH service delivery, it has also highlighted that there is still much progress to be made to achieve Sustainable Development Goal (SDG) 6 – ensure availability and sustainable management of water and sanitation for all. For instance, gender and inclusion was mostly targeted in discrete aspects or areas of a given project, rather than embedded as a key consideration throughout the programs. In particular there is a need for stronger analytics to show the development impact of increasing the prioritisation of gender equality and social inclusion in WASH service delivery.

The CS WASH **Fund Learning and Reflection Event (FLARE)** was an integrated learning platform made up of **e-Discussions**, **a webinar** and a face-to-face event for Fund CSOs and their partners. FLARE discussions were structured around priority WASH themes including, but not limited to: gender and social inclusion; hygiene and sanitation behaviour change; and strengthening enabling environments. A synthesis report has been produced for each of these three themes, of which this report is one. All materials (e-discussions, webinars, program and presentations) are hyperlinked in this report and available online: [www.cswashfund.org/learning-events/events/fund-learning-and-reflection-event](http://www.cswashfund.org/learning-events/events/fund-learning-and-reflection-event).



## Background

The two phases of the CS WASH Fund supported the engagement of CSOs to strengthen gender equality and social inclusion in the access to safe and sufficient, affordable and reliable WASH services. In CS WASH Fund Phase 1 (2009-2012), it was found that involving women in WASH initiatives appeared to result in projects being more successful<sup>1</sup>. For instance, working with women who are inherently motivated on WASH issues was found to contribute to more creative ideas for the building or financing of latrines (see Carrad *et al*<sup>2</sup>). However, at the end of the Phase 1 only two projects reported changes in the capacity of WASH actors to take a gender sensitive approach. The review of CS WASH I recommended “*a stronger emphasis on gender at all levels. Includes gender analysis, policy dialogue, a stronger focus on menstrual and reproductive hygiene as well as women as community facilitators.*”<sup>3</sup>

The design of the CS WASH Fund Phase 2 (2012-2018) therefore placed greater emphasis on gender equality and social inclusion. This was operationalised through an explicit requirement that a ‘gender and social inclusion plan’ be developed during the inception phase. The requirement to address gender and social inclusion explicitly in the planning cycle led CSOs to more consciously prioritise those who may be excluded because of their physical, social or gender status in their WASH programs. This has meant that over 10% of the expected changes reported against the enabling environment indicators during the second phase related to changes in the capacity of WASH actors to take a gender sensitive approach. This also meant that half of all projects in CS WASH Fund Phase 2 have prioritised the inclusion of people living with disabilities, often in partnership with Disabled People’s Organisations (DPOs). The increased focus on gender

equality and social inclusion in project development has been accompanied by greater focus on gender equality and social inclusion in the six-monthly progress reporting cycle and routine monitoring visits.<sup>4</sup>

The lessons learnt in the implementation of CS WASH Fund have provided sufficient evidence on the merits of an increased focus on gender equality and social inclusion, as well as a strong practical knowledge base on which to build. This is reflected in the ‘[Water for Women Fund](#)’ announced by the Prime Minister at the High-Level Panel on Water in late 2016 which reiterates the:

- Importance of WASH in addressing poverty and fostering human development
- Growing body of evidence that gender equality and social inclusion leads to better WASH outcomes and contributes to better and more equitable well-being, voice, leadership and economic indicators
- Commitment of the Australian Government to progress economic and social development in the Asia Pacific Region.



Charity Mvere, World Vision Zimbabwe’s Gender and Social Inclusion Officer at the FLARE in Brisbane, August 2017. Photo credit: CS WASH FMF

1 Department of Foreign Affairs and Trade (2017) *Water for Women: Investment Design Document Volume 2*, 26 June 2017, pp. 32

2 Carrard, N., Crawford, J., Halcrow, G., Rowland, C. and Willetts, J. (2013) ‘A framework for exploring gender equality outcomes from WASH programmes’, *Waterlines: international journal of water, sanitation and waste*, vol. 32, no. 4, pp. 315-333.

3 AusAID (2012) *Water, Sanitation and Hygiene Global programs and Cross-Regional Support: Civil Society WASH Fund Design Document*

4 See [Monitoring and Evaluation Note 9: Gender and Social Inclusion](#) for an overview of approaches and strategies CSOs have adopted across the Fund.

# Introduction

Societies allocate roles, responsibilities and activities to different individuals based on the individual being male or female, adult or child, living with a disability, or of a particular ethnic group or caste. These roles and responsibilities are rarely only based on capabilities, but are social constructs which translate to learned behaviour that defines social and economic roles. Marginalised groups particularly suffer when social constructs create unequal opportunities, unequal treatment and unequal entitlements.

An inclusive approach to addressing gender inequality and social exclusion in WASH service delivery seeks to rebalance access to, provision of and governance over WASH services by engaging with everyone in society. This generally requires engagement with formal and informal leaders, places of work and recreation, religious or schooling institutions and other spaces where gender inequality and social exclusion are harboured. An inclusive approach recognises the need to address inherent biases that marginalize some sections of society while also realising that all members of society are responsible for inclusion and not just those who are excluded. This requires the recognition that people of different genders and social abilities have the human right to access sanitation and water services<sup>5</sup>. Equitable WASH access affects safety, education, dignity, livelihoods and quality of life for women and girls.

Prioritising gender equality and social inclusion in all facets of the demand for, the provision of and the governance over WASH services has multiple benefits. Not only does a more inclusive approach to WASH service delivery enable more people to benefit, gender equality and social inclusion in WASH service delivery can contribute to the rebalancing of power

relationships within communities and society at large<sup>6</sup>. This has the potential to lead to greater gender equality and social inclusion in political leadership, participation and voice in decision-making; economic empowerment, personal safety and protection against violence, changed household relations and the distribution of workload.

The structure of this synthesis paper follows a program implementation cycle (though not every CSO necessarily followed this sequence or addressed all of these components) citing examples of gender equality and social inclusion across the Fund among the different CSO projects in:

1. **Planning:** Developing plans to strengthen GESI in WASH
2. **Assessing:** Identifying patterns of gender inequality and social exclusion in WASH
3. **Partnering:** Identifying partners with GESI expertise and influence to engage with
4. **Understanding demand:** and specific needs for equitable and inclusive access to WASH services
5. **Delivering:** Intervening to meet specific needs in the delivery of WASH services
6. **Influencing and changing decision-making:** Interventions and advocacy to increase equality and inclusion in WASH policies and governance
7. **Monitoring and evaluating:** Instruments for tracking delivery and assessing the impact of WASH services on GESI

<sup>5</sup> [www.unwater.org/water-facts/human-rights](http://www.unwater.org/water-facts/human-rights)

<sup>6</sup> Carrard, N., Crawford, J., Halcrow, G., Rowland, C. and Willetts, J. (2013) 'A framework for exploring gender equality outcomes from WASH programmes', *Waterlines: international journal of water, sanitation and waste*, vol. 32, no. 4, pp. 315-333



## CHAPTER 1

# Planning for GESI in WASH



A mother teaches her son how to wash his hands in Zimbabwe.  
Photo credit: CS WASH FMF/David Brazier

In the design of Fund projects, all CSOs were required to develop Gender Equality and Social Inclusion Plans to understand and address specific gender inclusion, social equality and disability issues in the local context. Many utilised practical strategies to integrate these issues into their project designs.

### 1.1 Gender Equality

Gender equality and social inclusion plans developed by CSOs saw almost all projects prioritising the involvement of women in project processes, with about half of the projects prioritising aspects of women's reproductive health such as menstrual hygiene management.

Analysis of the project operational plans in the Fund shows that the CSOs collectively planned to improve gender equality in the following dimensions:

- **Demand:** Access to improved WASH services extended to 1,830,000 women and girls
- **Supply:** Women engaged in technical or management roles in 59% of the 1,500 WASH management committees
- **Governance:** At least 50% female participation in 81% of the 2,000 WASH oversight committees

Analysis of CSO work with the WASH enabling environment shows that CSOs collectively sought to reach an additional 186 WASH institutions to actively implement a gender policy. A total of 77 gender related changes in the WASH enabling environment were articulated in relation to influencing the attitudes, skills and practice of change agents. These comprised 51 changes in taking a gender-sensitive approach, 21 changes in the influence of women in planning and implementation but only 5 changes in gender roles and women's status.



## 1.2 Social Inclusion

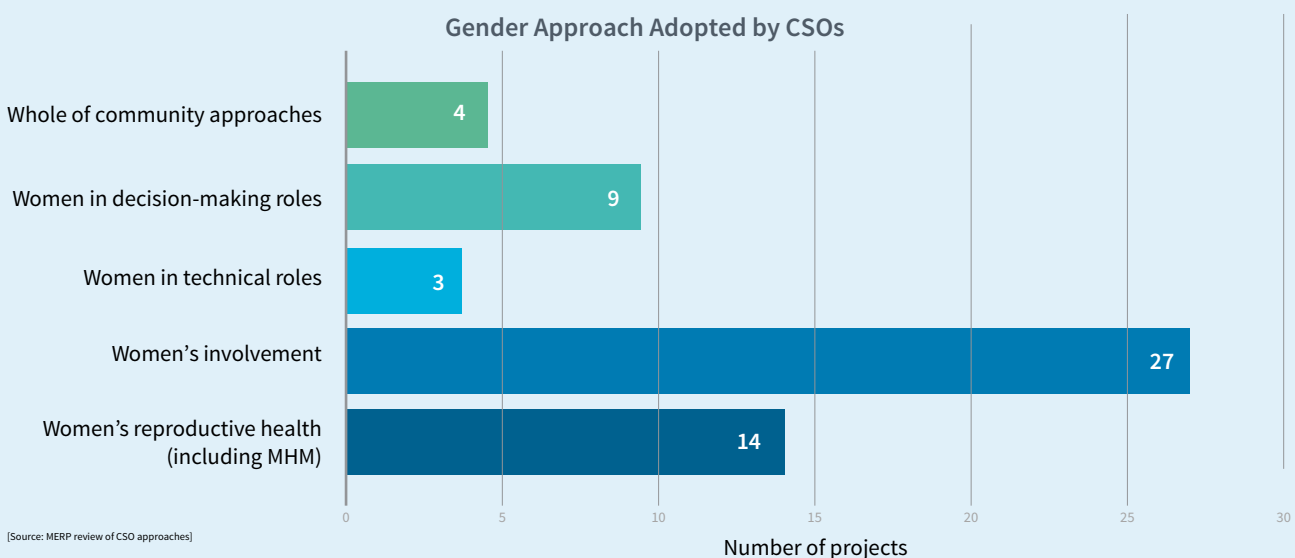
Half of all Fund projects have sought to ensure that people with disabilities are included in WASH project activities but less than one quarter of the projects have focussed on ensuring that people with disabilities are involved in WASH decision-making. These plans reveal that the most common approach of CSOs to improving social inclusion has been to design or adapt WASH infrastructure to improve disability access rather than address the role of people with disabilities in service provision or governance.

CSOs' plans included the extension of additional universally accessible WASH facilities in public buildings and / or institutions. Across the Fund CSOs set a high target of additional universally-accessible sanitation facilities in public buildings and/or institutions of 1,251 in their original plans, but a revised target of 554 indicates that an optimism in target setting and/or challenges in delivering these facilities. CSOs in the Fund have delivered 300 universally-accessible water facilities in public buildings and/or institutions which is close to the original targets set. Prioritising gender equality and social inclusion in



A woman in Sabu Raijua District using handrail built to assist her to walk to her toilet. Photo credit: Plan Indonesia

**Figure 1:** Planned Approach to Gender Equality by CSOs.



Ref: Willetts, J. and B. Bailey (2017) FLARE presentation: [Gender and WASH: An analysis of gender in the CS WASH Fund](#)



## CHAPTER 2

# Assessments of GESI in WASH



Boy with new toilet in Likisa, Timor Leste. Photo credit: WaterAid/ Tom Greenwood

WASH requires local understanding of the extent and the patterns of gender inequality and social exclusion. This is extremely important as patterns of exclusion are often built around a series of beliefs that relate to religion, tradition and the role of different groups within society. Undertaking nuanced analysis is also extremely difficult because such beliefs are generally so implicit in societal norms that it is hard for those living within those sets of beliefs to see the patterns of exclusion or to even imagine a more inclusive allocation of roles in WASH service delivery or society more broadly. While not all CSOs undertook thorough assessments towards the beginning of the projects, those that did formative research or baseline studies effectively used this information to inform programming.

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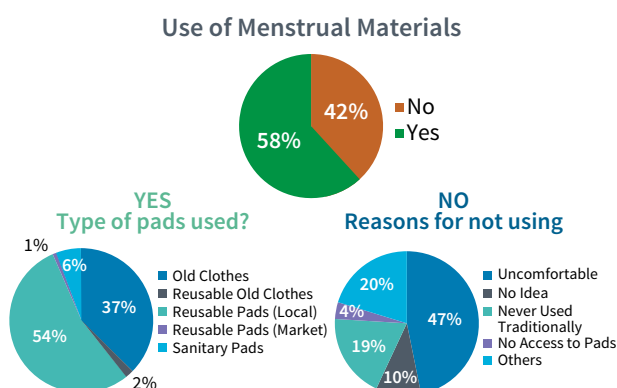
### 2.1 Gender Equality

In countries in which the Fund operates, there are many notable gender disparities. The most significant disparity in the WASH sector is women's high level of WASH-related responsibilities in the household (e.g. carrying water, preparing food, bathing children), but low representation on WASH decision-making bodies. The disparity in the role that women play in utilising WASH services but not deciding on WASH service priorities leads to problems in effectively meeting demand that ultimately negatively affects WASH services for all.

Several CSOs have undertaken gender assessments to inform the design of either their own projects or alternatively to inform their government counterparts programs. For instance, the Netherlands Development Organisation (SNV) Bhutan has [undertaken formative research](#) on the roles of rural women in sanitation and hygiene in partnership with the Department of Public Health Engineering. This has been significant in ensuring greater attention to gender equality within the government’s WASH strategy. Similarly, Welthungerhilfe developed a [gender and social inclusion index](#) to assess levels of inclusion on a number of issues ranging from roles and responsibilities to access, to involvement in decision-making.

Several CSOs have also undertaken specific assessments to understand the status of menstrual hygiene management. For example, Nepal Red Cross Society (NRCS) [assessed menstrual hygiene management practices](#) in Bajhang District and found that the many taboos and myths surrounding the practice of ‘chhaupadi’ restricts movement, association with others and foods consumed. Their survey found that only 58% of women use material or sanitary pads during their menstrual period, that only 3% of women sleep in their normal bedroom with 32% of women sleeping in a different room, house or menstruation hut that is often not safe. Combined with a lack of access to menstrual hygiene products, chhaupadi means that almost half of the women are not able to contribute as meaningfully in the home or workplace during their menstrual period. NRCS highlighted the need for further analysis of the existing menstrual hygiene knowledge, attitudes and practices to respond appropriately in these settings where menstrual pads may not be appropriate because elasticated underwear are often not available.

**Figure 2:** Menstrual Hygiene Management practices in Bajhang District, Nepal.



Ref: Poudel, A. and M. Singh (2017) FLARE presentation: [Menstrual Hygiene Management in the Community, Nepal Red Cross](#)

## 2.2 Social Inclusion

In countries where the Fund is operating, one of the most telling indicators of social exclusion are the statistics related to the percentage of people living with disabilities. According to the World Health Organization, the percentage of the population living with a disability is 15% globally and 18% in developing countries<sup>7</sup>. However, according to the 2012 Census for Sri Lanka the proportion of people living with a disability was 8.56%. Similarly, the national statistics office of Malawi reported only 3.8% of the population living with a disability. While these figures for Sri Lanka and Malawi appear to be exceptionally good the most likely explanation is a failure to accurately recognise those living with disability.

One ‘blind spot’ in national surveys is the loss in abilities (sight, mobility, dexterity) associated with ageing. With ageing population demographics globally, access to WASH facilities for the aged is a significant exclusion in access to WASH services. FLARE participants cited other potential under-reporting errors in national statistics as potentially stemming from the concealing of people with disabilities due to a fear of societal shame or even just a lack of any government services for those living with disabilities.

7 Ref: World Health Survey, 2004, cited in World Report on Disability, 2011

The following tools have been used by some CSOs in the Fund to identify exclusions in the access to, participation in, and governance over, WASH services.

- **Accessibility and safety audits** were undertaken by Plan Malawi of sanitation in [market centres, schools and households](#) to understand the challenges for those living with disabilities in accessing and using latrines (i.e. the presence of steps or doors that are too narrow for wheelchairs and squat commodes) and collectively identify potential solutions (i.e. installation of ramps, widening of doorways and the installation of toilets with seats). Similarly, World Vision and CBM Australia undertook [accessibility audits of public latrines](#) in Sri Lanka.

**Figure 3:** WaterAid’s manual for conducting WASH accessibility and safety audits



- **Dialogue Circles** were conducted by [Plan Malawi](#) with strong representation of people living with disability and other vulnerable groups. Facilitated by government health staff, dialogue on the WASH experiences and challenges of people living with disabilities was highlighted and solutions collectively identified. The process has strengthened the involvement of marginalised people in community WASH decision making and resulted in collective action to improve access to latrines for people living with disabilities.

**Figure 4:** Dialogue Circles



Illustration: Regina Faul-Doyle

Ref: Plan International Malawi (2017) FLARE presentation: [Social Inclusion: Sanitation for All](#)

In Bhutan, SNV undertook **formative research** combining 30 accessibility and safety audits in 30 institutions (monasteries, basic health units, schools and households) with 20 focus group discussions, 23 in-depth interviews and 57 key informant interviews with district officials on the access to sanitation and hygiene services for people with disabilities. This research<sup>8</sup>, undertaken with the Department of Public Health Engineering, identified the following systemic factors that inhibit the inclusive access to sanitation and hygiene facilities for people with disabilities in rural areas:

- **Environmental barriers:** limiting access by people with disabilities to toilets and handwashing facilities
- **Institutional barriers:** lack of data, sharing of data and finances to cater for those living with disabilities
- **Attitudinal barriers:** discrimination against persons with disabilities is deep-rooted and widespread.

8 SNV (March 2016) *Understanding the impacts of disability on access and use of sanitation and hygiene services in rural Bhutan*

## CHAPTER 3

# Partnering for GESI in WASH



Woman and grandchildren at their new tank. Photo credit: WaterAid/Gail Pigolo

In addressing gender inequality and social exclusion it is important to note that the government duty bearers for WASH need to ensure that services are accessible to all. In understanding the underlying patterns of gender inequality and social exclusion it is also necessary to recognise that the expertise is quite different from that required to provide WASH services, and that additional departments and organisations can bring knowledge to bear on challenges. Addressing gender inequities and social exclusion in WASH service delivery will often require a combination of expertise and convening power. Acknowledging this, many CSOs have formed partnerships at various levels with players that include:

- **Government departments:** with mandates to ensure gender equality and social inclusion
- **Knowledge entities:** with expertise in gender equality and social inclusion
- **Representative bodies:** with legitimacy to represent the rights of particular groups including those who are disadvantaged or experiencing discrimination.



### 3.1 Gender Equality

Across the Fund, CSOs established a broad range of partnerships with agencies having either mandates to ensure, expertise to understand or legitimacy to represent those affected by gender inequality.

- **Government partnerships** to ensure gender equality are predominantly directed by CSOs at the sub-national level bringing together the different mandates of different departments. For instance, Plan Indonesia partnered with district governments to increase the budget allocation for sanitation showcasing an inclusive approach to achieve 100% sanitation in villages with the Departments of Health, Public Works, Education, Women’s Empowerment and Children Protection.
- **Knowledge partnerships** to understand gender equality are primarily established by CSOs with international development agencies and research organisations. For instance, Live & Learn and WaterAid Australia have both partnered with the International Women’s Development Agency (IWDA) to train country project teams and support the implementation of project gender approaches. Some CSOs also partnered with academic and local knowledge organisations.
- **Representative bodies partnerships** to represent the rights of those affected by gender inequality have been primarily led by CSOs at the community level. For instance, the three projects implemented respectively by iDE, Plan International and Thrive Networks in Vietnam all work closely with the Vietnam Women’s Union to conduct community outreach and demand triggering programs. The Vietnam Women’s Union is a social-political mass organisation with networks from the central down to the grassroots level, and a membership of around 17 million Vietnamese women. In Mozambique, WaterAid partnered with the Forum for African Women Educationalists Mozambique to run gender workshops and training for council members and local partner staff in the two towns in which the CS WASH project operates.



Thang Thi Dinh, Tan Dinh Commune Women’s Union Vice President works Thrive Networks in Thai Nguyen Province, Vietnam.  
Photo credit: Thrive Networks

## 3.2 Social Inclusion



Jeane Nganggus, a female sanitation entrepreneur from Kupang District in front of toilet moulds she sells. Photo credit: Plan Indonesia

CSOs established a broad range of partnerships across the Fund with agencies having either mandates to ensure, expertise to understand or abilities to address patterns of social exclusion.

- **Government partnerships** to ensure social inclusion have been directed by CSOs at the sub-national level. For instance, [SNV Bhutan](#) supported its local partners to engage directly with the district disability unit in stakeholder consultations and the designs of sanitation technology options for the disabled.
- **Knowledge partnerships** have been established by CSOs with agencies that have either a social or technical expertise in social inclusion. In terms of social expertise, World Vision and WaterAid partnered with CBM Australia to provide disability inclusive training, resources and awareness raising techniques to the project teams. In terms of technical expertise, iDE in Cambodia partnered with Engineers Without Borders to design a [disabled-friendly latrine design](#) using an interlocking brick design.
- **Representative partnerships** have been established by CSOs with various Disabled People's Organisations (DPOs) to conduct formative research, inform programme design and develop materials. This has included World Vision partnering with the [Papua New Guinea Assembly of Disabled Persons \(PNGADP\)](#), the Federation of Organisations of Disabled People in Zimbabwe (FODPZ) and the [Sri Lanka Northern Province Consortium of Organisations for Differently Able](#) (NPCODA), and [Plan Malawi](#) partnering with the Mulanje Association for Persons with Disabilities (MAPD).



## CHAPTER 4

# Addressing specific GESI demands in WASH



Mathilda Yaume collecting WASH monitoring data via the mWater smartphone application in Aitape Lumi, Sandaun Province, PNG. Photo credit: WaterAid/ Tim Davis

Understanding the different needs of WASH services for different genders, abilities or other forms of marginalisation is key to ensuring WASH service provision for all. In most cases, CSOs have identified and aimed to address WASH demands by gender (i.e. male and female) and ability (i.e. physical, visual, aural or mental impairments). In many cases, by slightly altering the target of WASH services delivery and improving inclusion and representation of previously excluded voices, CSOs have been able to deliver more inclusive WASH services.

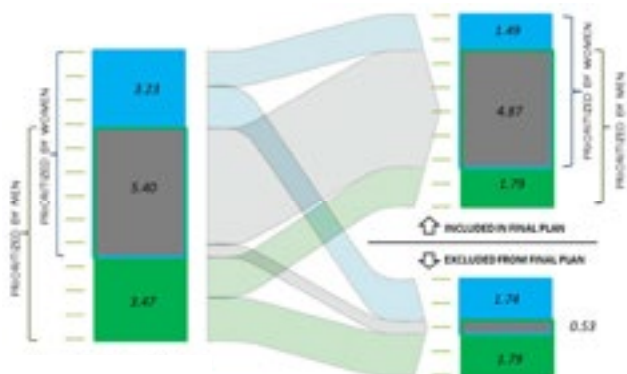
### 4.1 Gender Equality

Interventions by CSOs to strengthen gender equality in the demand for WASH services have been built around either:

- Social processes that prioritise the women’s needs, preferences and demands of WASH services, or
- Technical designs of WASH facilities that respond to the needs of women.

In terms of social processes, International Rescue Committee in Pakistan has developed a scorecard enabling women’s priorities for environmental health projects to be collated into local government plans and budgets. Through this process, the male priority list and the female priority list are mapped against each other with feedback provided to both groups on the weight of male versus female projects approved by the local council (Figure 5). This responds to a system of purdah where it is not possible for men and women to meet outside of the household.

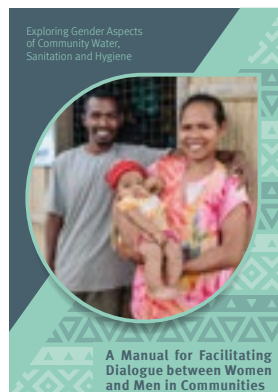
**Figure 5:** Gender-disaggregated environmental health needs and decision-making showing women’s and men’s priorities aggregated across 58 villages.



Ref: IRC Pakistan (2017) FLARE presentation: Gender disaggregated environmental health needs and decision-making



In Timor-Leste, WaterAid has developed a [gender dialogue facilitation manual](#) based on the testing of gender processes across nearly 150 rural WASH projects. This manual (Figure 6) has been adopted as national guideline and endorsed by Directorate General of Water and Sanitation. WaterAid is now seeking to promote the inclusion of these gender facilitation processes in the national planning and budgeting cycle for the development of all government infrastructure projects.

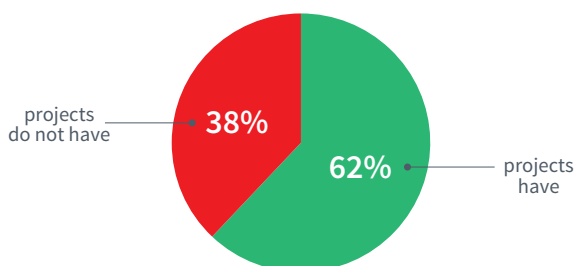


**Figure 6:** WaterAid’s gender dialogue facilitation manual

Ref: WaterAid Timor-Leste (2017)

In terms of the technical design of WASH facilities to respond to the specific needs of women and girls, various Fund projects have sought to understand the demand for latrine facilities in terms of: location (i.e. sufficiently private and secure for women); affordability (i.e. sufficiently low cost or requiring instalments or loans for women); and appropriateness (i.e. sufficient for changing and disposing or washing and drying of menstrual hygiene materials). For example, iDE’s [Human Centered Design](#) research and design activities explicitly gather and analyse the perspectives, needs, and aspirations of women and girls which are then translated into latrine products. This has led to designs with dual washing areas with one inside for bathing and a platform outside for washing clothes.

**Figure 7:** Percentage of all Fund projects (29) that developed through inclusive processes.



Ref: Powell, B. (2017) FLARE presentation: [Disability and Inclusive WASH](#)

## 4.2 Social Inclusion

In responding to the needs, preferences and demands of those living with disabilities, CSOs have sought to clarify specific requirements. Across the Fund, 62% of the projects developed accessible WASH facility designs using some form of inclusive process (Figure 7). This has led to various innovations in the facility designs to meet the needs of those who are visually or physically impaired or vulnerable.

For instance, some CSOs, such as Australian Red Cross (ARC) in Lesotho, IRC in Pakistan and World Vision in Sri Lanka and Zimbabwe, have modified latrine designs specifically for people with disabilities. Similarly, Live & Learn in Vanuatu partnered with Engineers Without Borders and the Vanuatu Society for Disabled People to design portable disability friendly toilets that have also been deployed to accommodate the demand for sanitation facilities in cyclone shelters. Other CSOs, such as Plan Indonesia, Thrive Vietnam and WaterAid Mozambique have provided training to masons or entrepreneurs to incorporate accessible features into their toilet designs. World Vision in Zimbabwe have upgraded the existing WASH facilities in schools prioritising accessibility through the provision of ramps, outward opening doors and grab rails.

Some CSOs have advocated for and supported the incorporation of designs into national standards and strategies. For instance, in Nepal the success of the sanitation movement to eradicate open defecation has highlighted the challenge in reaching the last mile (i.e. the most vulnerable). A review of the sanitation strategy by people living with disabilities through an [informed choice process](#) supported by SNV prompted changes to the strategy giving greater priority to paths, toilet fixtures to enable movement, and suitable anal cleansing facilities.



## CHAPTER 5

# GESI in the delivery of WASH services



Training on water quality testing for private operators, commune and provincial government conducted in Kaoh Chren, Cambodia. Photo credit: GRET/ ISEA

In addition to prioritising gender equality and social inclusion in the demand for WASH services, CSOs have also prioritised gender equality and social inclusion in the delivery of WASH services. This approach is not only a means of increasing equality and inclusion among the providers of WASH services but it is also a means of sustaining a more inclusive and equitable focus in the demand for WASH services. Ultimately, it is hoped that this will contribute to more equitable perceptions of and actual roles of women, men and people living with disabilities engaged in WASH service delivery, as well as a change in their relations or status in society.

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### 5.1 Gender Equality

The roles associated with the design, manufacture, marketing, supply, installation and maintenance of water and sanitation facilities have been generally male dominated. By engaging, empowering and enabling females to fulfil these professions it is perceived that WASH services can be better tailored to meet the demands of women in addition to changing perceptions of women's roles in society and potentially increasing economic opportunities.

In seeking to strengthen the role of women in the delivery of WASH services, some CSOs have supported female masons in the design and construction of latrines, female plumbers in the repair and maintenance of water supply networks and female cooperatives in the manufacturing and marketing of sanitary pads. For instance, in Bhutan SNV has worked with a local foundation that has a formal relationship with the Public Health Engineering Division of the Ministry of Health to establish [female entrepreneurs to deliver WASH services](#). In culturally challenging contexts such as Pakistan, IRC has teamed women with their brothers and uncles to promote improved hygiene behaviours among households in the target areas. In Cambodia, [iDE](#) changed the terms and conditions of the sanitation teachers who market latrine sales to make the positions more favourable to women by allowing part-time work and allocating sales areas close to home for females. The performance of women in these roles has been so strong that females now represent over 50% of the full-time and part-time positions supported by iDE for marketing latrines. In Vietnam, iDE and Thrive Network's work with the Vietnam Women's Union has consistently demonstrated excellent latrine sales performance due to their strong individual and collective links with women in society. These CSOs continue to advocate for more systematic inclusion of the Women's Union in the Government of Vietnam's water and sanitation programs.

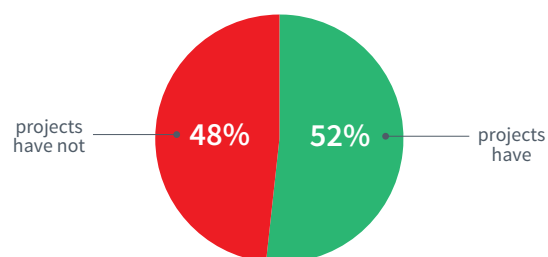


Mr Chhang's family took out a bank loan to install this latrine shelter for people living with disabilities as part of iDE's project in Cambodia. Photo credit: iDE Cambodia

## 5.2 Social Inclusion

CSOs engaging people with disabilities in various roles in the delivery team, in the development of WASH projects, the identification of WASH needs and the design of WASH facilities, have found that this has resulted in more inclusive projects, facilities and services. Increased participation and inclusion, following the philosophy 'nothing about us without us', has also transformed the perception of those living with disabilities in their own minds as well as their relations with CSOs, communities and governments. Projects report that when people with disabilities are involved in the delivery of services, community perceptions have shifted to be more accepting of people with disabilities not only as WASH beneficiaries but also as contributors to community well-being.

**Figure 8:** Percentage of all Fund projects (29) that have involved people with disabilities in project activities.



Ref: Powell, B. (2017) FLARE presentation: [Disability and Inclusive WASH](#)

Engaging those living with disabilities in the delivery of WASH services has taken various forms across the Fund. In Timor-Leste, WaterAid employed people with disabilities in their offices in the management of their projects. Not only has this led to improvements in the design and implementation of WASH projects but it has also necessitated changes to the design of the facilities and practices within the WaterAid office to foster inclusion. In World Vision's projects in Zimbabwe and Sri Lanka, people with disabilities were employed in the design, testing and collection of the baseline data. This not only improved the accessibility of WASH facilities for all but it has also raised the self-belief and sense of contribution of people living with disabilities.



## CHAPTER 6

# GESI in WASH policy and governance

A key result area for CSO project impact in gender equality and social inclusion has been strengthening these elements in the decision-making bodies that oversee the design, construction, operation and maintenance of WASH facilities (e.g. WASH committees in most rural cases). CSOs across the Fund have in other cases advocated in their contexts for equitable and inclusive WASH policies, frameworks and regulations.

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### 6.1 Gender Equality

The dominant form of engagement by CSOs for gender equality has been to prioritise gender equality in WASH committee composition. While it was originally planned that over 80% of the 2,000 WASH committees supported across the Fund would have at least equal representation by women, approximately three years into the Fund, this target had been downgraded to 64%. This indicates that CSOs may have faced challenges pursuing equitable representation in decision-making.

While the prioritisation of gender equality in WASH Committees has been a process target, there are numerous examples within the Fund of changes to gender dynamics as a result of more equitable representation in decision-making. Whilst there has not been any systematic evaluation of these impacts, there are [numerous examples](#) from Fund projects where increased participation has built women's confidence, increased their perceived status within their community and influenced household decision-making. This was the case for female participants in Village Health Committees working with Save the Children in Myanmar, who also reported changes in men's attitudes and behaviour towards women and an increased willingness to jointly make decisions. One study from outside the Fund provides an example where gender equality in decision-making forums lead to better service delivery outcomes, specifically improved tariff or fee collection<sup>9</sup>. The benefits, or alternately negative and unintended consequences, of increased participation in decision-making and governance have yet to be assessed and quantified systematically and, as such, present an area for future exploration.

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<sup>9</sup> Mommen, B., Humphries-Waa, K. and Gwayuva, S. (2017), Does women's participation in water committees affect management and water system performance in rural Vanuatu? *Waterlines* Vol. 36 No. 3

## 6.2 Social Inclusion

The inclusion of people with disabilities in decision-making forums was targeted by 24% of the projects in the Fund that were primarily focused on the provision of disability inclusive services. However, prioritising people with disabilities in all WASH decision-making committees should be a priority for future WASH interventions. Ideally, all WASH Committees should consider the appropriate representation of all classes of society (i.e. abled and disabled, young and old, male and female, rich and poor, influential and outcast). In addition to their representation, the experience from the Fund suggests that it is important to enable and support their participation in WASH forums. This often requires additional effort such as pre-meetings to enable them to give voice to their needs and experiences.

In Zimbabwe, people with disabilities are often hidden away in households, not participating in public gatherings and do not receive any government services. To address this issue, World Vision recruited people with disabilities as **GESI champions** within partner local authorities. With training from CBM and in partnership with the Federation of Disabled Peoples of Zimbabwe they have helped to both identify those living with disabilities in communities and tailor government services to their needs. Partner local authorities have since drafted gender and disability policies and assigned government focal persons to address these issues.



Welthungerhilfe's work with Local Authorities and communities led to accessible public and school toilet designs in Murombedzi.  
Photo credit: Welthungerhilfe/ David Brazier

## CHAPTER 7

# Monitoring and evaluating GESI and WASH

The monitoring of gender equality and social inclusion in the access to, the delivery of and the governance over WASH services by CSOs has been prioritised primarily through the deployment of local participatory monitoring tools. In line with the Fund's Performance Assessment Framework, the Fund-wide monitoring of gender equality and social inclusion has relied heavily on the self-reporting of progress by the CSOs against project plans.

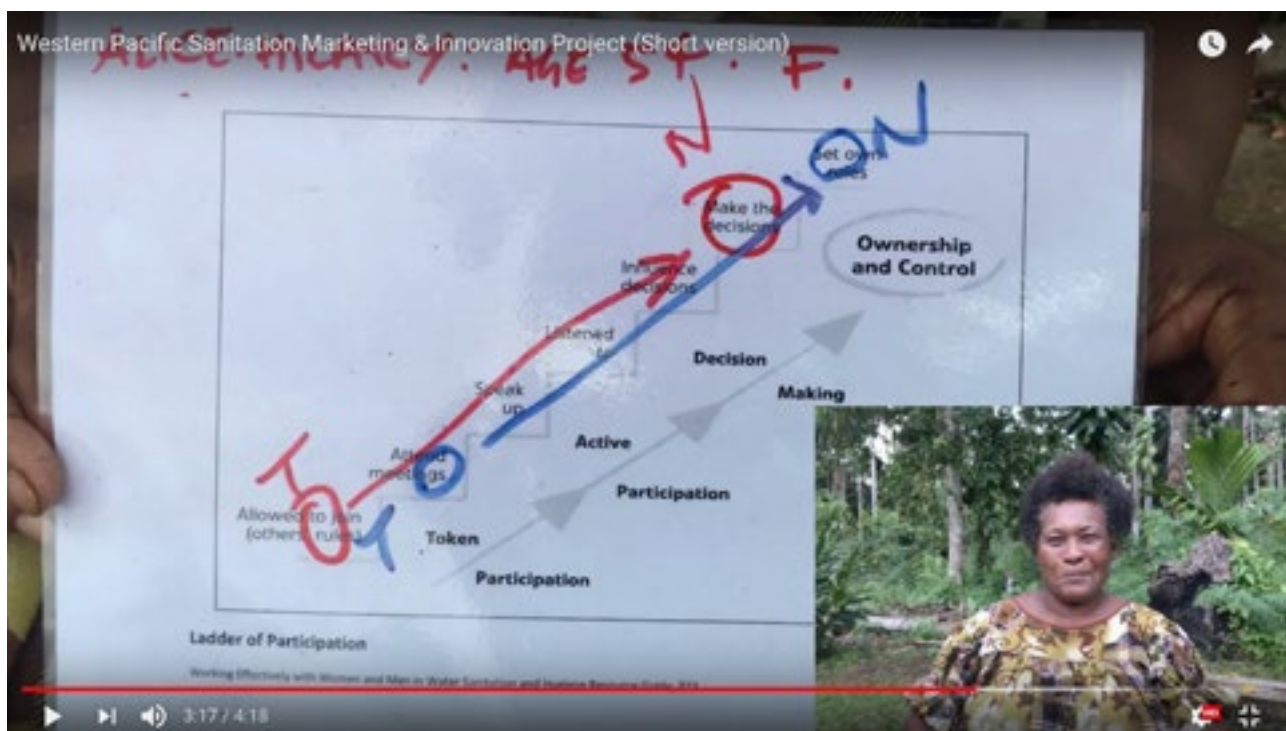
### 7.1 Gender Equality

The monitoring of gender equality was prioritised by CSOs under the Fund through various self-reflection tools. For example, in Live & Learn Vanuatu has deployed

the **ladder of participation** and most significant change methodology to monitor changes in gender relations. By deploying these two tools together, women and men were encouraged to identify the changes in gender relations and the most significant outcome of this change. This seeks to enable communities to link back positive (or negative) societal outcomes to positive (or negative) changes in gender equality.

IWDA and the University of Technology Sydney's Institute for Sustainable Futures (ISF-UTS) developed a Resource Guide<sup>10</sup> which sought to (1) enable staff to understand, facilitate and monitor changes in gender roles, and (2) empower communities to interrogate gender relationships in WASH and aspirations for gender equality through a process designed to

**Figure 9:** Ladder of participation in WASH.



Ref: Willetts, J. and B. Bailey (2017) FLARE presentation: [Gender and WASH: An analysis of gender in the CS WASH Fund](#)

10 Halcrow G., Rowland C., Willetts J., Crawford J. and Carrard N. (2010), *Resource Guide: Working effectively with women and men in water, sanitation and hygiene programs*, International Women's Development Agency and Institute for Sustainable Futures, University of Technology Sydney, Australia. Available at [www.genderinpacificwash.info](http://www.genderinpacificwash.info)

**Figure 10:** Strategic gender matrix used to analyse change in the Plan and ISF-UTS research.

Strategic gender outcomes	Household sphere Household and family networks	Local public arena Social and community networks
Changes in self/individuals in male/female self or roles	1. Changes in <b>household roles</b> 2. Changes in <b>self-confidence</b>	4. Gender changes in <b>influential roles</b> 5. Changes in <b>self-confidence in public</b>
Changes in relationships In male or female relations	3. Changes in <b>communication</b> between household members	6. Changes in <b>solidarity</b> within gender groups 7. Changes in <b>influence</b> across gender groups

Ref: Plan International (2017) FLARE presentation: [Monitoring strategic gender change: sharing findings, challenges and recommendations](#)

facilitate participation and inclusion; focus on how decisions are made; see and value difference; and create opportunities. This work was subsequently developed into a framework to capture gender outcomes in WASH programs across two intersecting dimensions of changes in outcomes in the individuals or their relationships within the household or the wider ‘public’ sphere. Plan Australia then built on this to develop their [Gender in WASH Monitoring Tool](#) (GWMT).

As part of the Fund’s Innovation and Impact Fund, [Plan worked in collaboration](#) with ISF-UTS and the Centre for Natural Resources and Environmental Studies in Vietnam, to understand if the application of the GWMT directly contributed to the achievement of strategic gender outcomes across two intersecting dimensions that relate to: (i) changes in individuals or relationships; and (ii) changes in the household or public sphere.

The research was designed to uncover women and men’s perceptions of changes in gender relations in Central Vietnam, to determine whether the GWMT was directly contributing to the achievement of strategic gender outcomes. It explored the contribution of the GWMT (as well as WASH policies and programming) to changes in gender relations experienced during the duration of GWMT implementation. It found that 30% of reported gender outcomes were linked to WASH processes, policies or outcomes while 70% of reported gender outcomes were associated with a

wide range of other factors (i.e. access to information, individual attitudes and values, necessity or practicality, broad societal change). This suggests that while the GWMT processes can reinforce gender equality changes prompted by WASH programming efforts, the GWMT as currently employed in Plan Vietnam’s WASH projects appears not, on its own, to effect broader societal changes in gender equality.<sup>11</sup>

In Vietnam, an end line survey of the Community Hygiene Output Based Aid (CHOBA) project by Thrive Networks assessed the various [gender dimensions of household decision-making](#) to install a latrine. The study included 517 households, in which Thrive had data on whether the decision to install a latrine was made by the wife, the husband, or jointly. Using quantitative analysis, the study found that without CHOBA, the wives would be the sole or joint decision-makers in 45% of the households. Due to CHOBA, this rate increases to 69% of households.

The most significant elements of the program that had positive effects on the wife’s decision-making role in latrine purchase included when a Vietnam Women’s Union (VWU) mobiliser informed the wife about hygienic latrines and when the VWU assisted the wife in obtaining and processing a loan for the latrine. This demonstrates that engaging VWU at the grassroots levels can result in gender empowerment outcomes within the household and mobilisers.

11 Leahy, C., Winterford, K., Kelleher, J., Leong, L., Nghiem, T., Hoa, N. and Willetts, J., (2016). *From practical to strategic changes: Strengthening gender in WASH*. Final research report, Prepared by Institute for Sustainable Futures, University of Technology Sydney. Available at [www.cswashfund.org/shared-resources/references/practical-strategic-changes-strengthening-gender-wash](http://www.cswashfund.org/shared-resources/references/practical-strategic-changes-strengthening-gender-wash)

**Figure 11:** Formative research on the role of women in latrine choice in Vietnam

Factors	Probability of Female Participation
Human capital	Increases with wife’s education, age and practical knowledge of latrines and NOT with knowledge on health and hygiene
Economic resources	Increased if the wife earned an outside income and if the Women’s Union helped her to obtain and process a loan
Social capital	Social capital of wife or husband had little bearing
Family characteristics	Family income or family size had a negligible impact on decision-making roles within the household on latrines
Social & cultural norms	Women in Hai Duong (traditional Confucian values) had less influence in decision-making than in Tien Giang.

Ref: Thrive Networks (2017) FLARE presentation: [Empowering Women through Sanitation at Household, Community and Institutional Levels](#)

## 7.2 Social Inclusion

The monitoring of social inclusion within CSO projects is prioritised through the deployment of various CSO managed instruments. For instance, the approach adopted by CBM to strengthen disability inclusion across various projects has been characterised by a reflective planning, action, monitoring and learning cycle. CBM have also supported World Vision and WaterAid Australia on the generation of a document, *Conducting disability inclusive baseline assessments for community-level WASH Projects*.

In Timor-Leste, WaterAid deployed the [Washington Group questions](#) on disability and the monitoring and evaluation disability checklist. In Zimbabwe, Welthungerhilfe utilised their [gender and social inclusion index](#) to track the net change in gender equality and social inclusion and facilitate the management of any unintended consequences. In Vietnam, iDE monitor social inclusion in the form of the sale of latrines to ethnic minorities.



Adelaide from Cuamba Municipality dances outside her new latrine. Photo credit: WaterAid Mozambique



### 7.3 Remaining challenges evaluating GESI and WASH



A shop keeper sells SaTo Pan sanitation product in Likisa, Timor Leste. Photo credit: WaterAid/Jerry Galea

Across the Fund, CSOs have undertaken some assessments of gender equality and social inclusion outcomes. However there has been little evaluation of the health or development impact of prioritising gender equality and social inclusion in the demand for; supply of, and governance over, WASH services. Equally there has been little assessment quantifying the effectiveness of WASH in addressing broader gender and other societal inequalities<sup>12</sup>.

In general, further evidence to evaluate GESI interventions would be valuable. For example, discussions at the FLARE highlighted gaps for investigation such as:

- While increased participation of women in WASH decision-making forums was cited as positive, it is not clear if this increased engagement outside the household was compensated by a realignment of duties within the household. In other words, a ‘do no harm’ analysis should be undertaken.
- While the provision of WASH facilities in schools was justified based on the improved attendance of adolescent females (especially during their menstrual period) and improved academic performance for adolescent females, there is limited data to enable such claims to be tested.
- While access to improved WASH facilities within the household is intended to lead to better outcomes, it is unknown whether this has increased or decreased the burden on women (or men) transporting water for use within the household. Similarly, while there has been a strong emphasis by CSOs on changes in gender equality at the community-level and some within private sector, there has been less attention to gender equality in the household and institutions.
- While the participatory mapping of the socially excluded enables the improved targeting of WASH services it is not known if this may expose the most vulnerable to other forms of prejudice.

12 Willetts, J. and Bailey, B. (2017) *Gender and WASH: An analysis of gender in the CS WASH Fund* FLARE Plenary 1



## Conclusion

While much has been learnt in the CS WASH Fund on gender equality and social inclusion, there are significant opportunities to build on this learning in the future. In particular:

- More can be done in analysis and assessment, drawing on a range of frameworks available in the ‘gender and development’ field. This is essential for developing more nuanced insights to inform well targeted strategies.
- While CSOs have had some success in increasing equitable representation on WASH committees, there is a need to better understand the quality of participation especially given that social norms are not always easy to change.
- While the Fund has made good progress in the development of WASH designs for people living with disabilities, there is an opportunity to focus more on the potential representation and provision roles of people living with disabilities.
- The lack of evaluation of the wider benefits (or risks) of addressing power dynamics is important and is needed to ensure practitioners adopt ‘do no harm’ approaches.
- There is an opportunity for strengthening the human rights framing in the work of CSOs on WASH. This could drive greater focus on ensuring voice and accountability with greater adherence to the principles of equality and non-discrimination.

The monitoring of gender equality and social inclusion in the access to, the delivery of and the governance over WASH services by CSOs has been prioritised primarily through the deployment of local participatory monitoring tools. In line with the Fund’s Performance Assessment Framework, the Fund-wide monitoring of gender equality and social inclusion has relied heavily on the self-reporting of progress by the CSOs against project plans.



Woman with water point and garden produce Likisa, Timor Leste.  
Photo credit: WaterAid/ Tom Greenwood

## THE EVENT

# Fund Learning and Reflection Event

The **CS WASH Fund Learning and Reflection Event (FLARE)**, held in Brisbane, Australia from the 1-4 August 2017, brought together 128 representatives from the 29 projects implemented in 19 countries Southern Africa, Southeast Asia, South Asia and the Pacific by Australian Red Cross (ARC), Habitat for Humanity (HfH), International Development Enterprises (iDE), International Rescue Committee (IRC), Live and Learn Environmental Education (L&L), Plan International Australia, Save the Children (SCA), Netherlands Development Organisation (SNV), Thrive Networks, United Purpose (formerly Concern Universal), WaterAid Australia, Welthungerhilfe (WHH) and World Vision (WV). This synthesis report, one of three thematic reports, is a compilation of the contributions of the 13 CSOs and their change agents, the Monitoring and Review Panel (MERP) and Fund Management Facility (FMF) throughout the various e-Discussions, webinar, presentations and face-to-face discussions that together constituted this learning event. The FLARE was part of the Knowledge and Learning component of the CS WASH Fund, a \$103m initiative supported by the Australian Department of Foreign Affairs and Trade.



Participants of the Fund Learning and Reflection Event in Brisbane, August 2017. Photo credit: CS WASH FMF



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