



ABOUT THE INSTITUTE FOR SUSTAINABLE FUTURES (ISF)

ISF works with industry, government and the community to create change towards sustainable futures through research and consultancy.

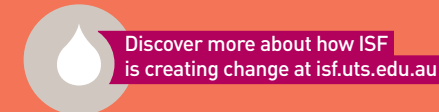
What we offer

- Independent research and analysis based on sound knowledge of the global evidence base
- Advisory support and capacity building on strategic WASH approaches, monitoring and evaluation
- Independent evaluations, based on strong sectoral expertise and innovative evaluative methodologies
- Practical guidance materials to support more effective policy and programs
- Partnership opportunities to improve policy and practice

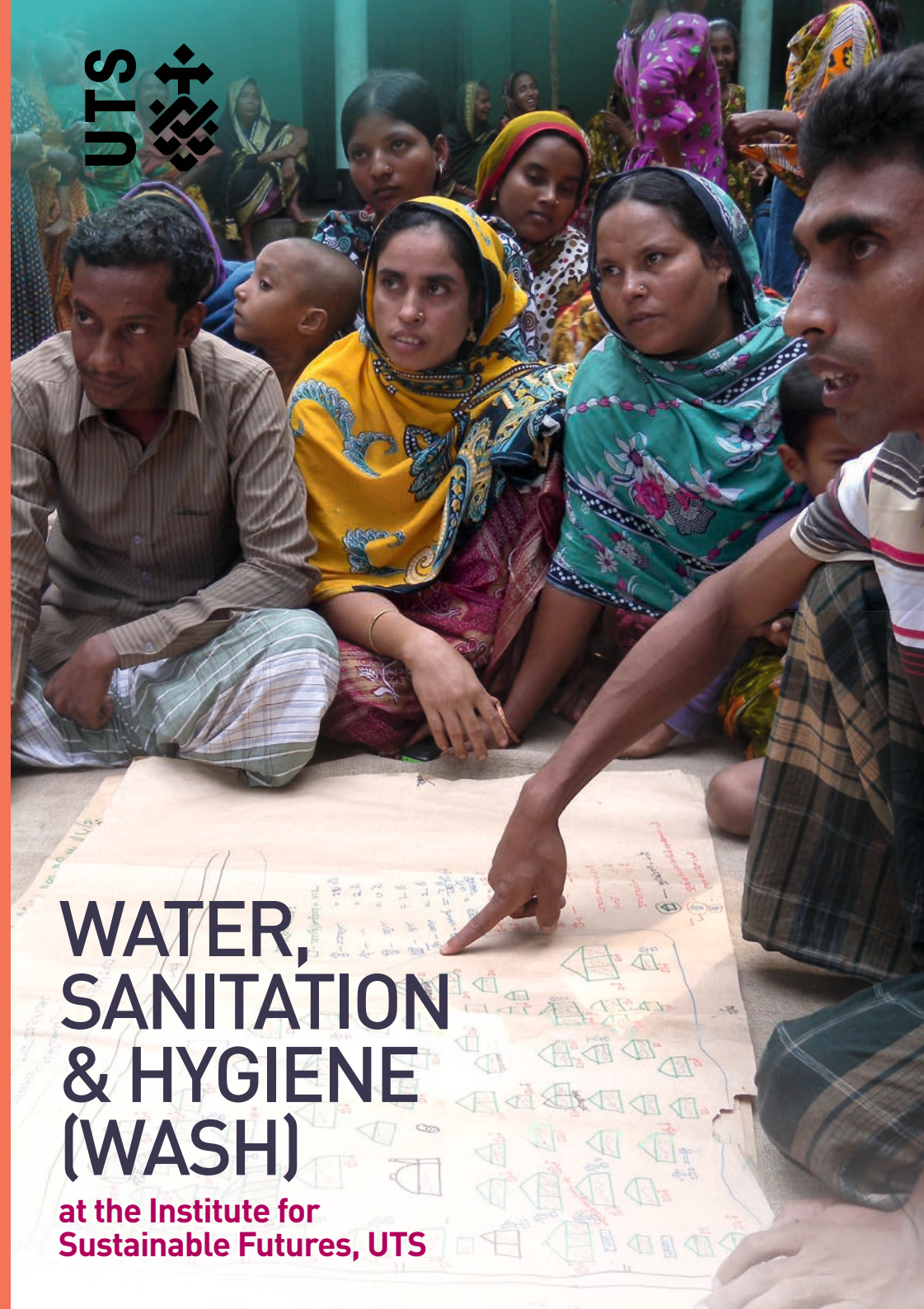
Let's collaborate

Whether you have a problem that needs support or an idea for change, our innovative and solutions-focused approach can help you achieve it.

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Discover more about how ISF is creating change at isf.uts.edu.au



WATER, SANITATION & HYGIENE (WASH)

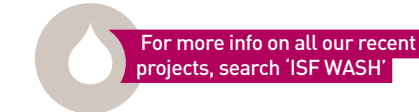
at the Institute for Sustainable Futures, UTS



ABOUT ISF RESEARCH

Our strengths

- We are Asia-Pacific experts with 20 years' experience working across urban and rural areas of countries within our region
- Our team has a diverse breadth of technical and social science skills – we work together to address complex questions
- We work with government, private sector and civil society partners
- Our work is applied, grounded in research and makes an impact
- We engage with global WASH networks and the latest evidence and innovations
- Our WASH expertise benefits from other ISF work at the forefront of research into global water, energy and resource futures
- We work on a broad range of topics including service sustainability, policy and regulation, private and social enterprise roles, climate change, water security, urban sanitation, gender equality and the Human Rights to Water and Sanitation



For more info on all our recent projects, search 'ISF WASH'

EXPERTS IN THE ASIA-PACIFIC:

- Indonesia
- Vietnam
- Timor Leste
- Cambodia
- Laos PDR
- Myanmar
- Vanuatu
- Solomon Islands
- Kiribati
- Samoa
- Papua New Guinea
- Nepal
- Bangladesh
- Sri Lanka



SUSTAINABLE SERVICE DELIVERY IN TIMOR-LESTE

In many countries, communities themselves manage rural water services. As documented worldwide community models for water supply often fail due to systemic challenges such as a lack of financial planning, and a struggle to get spare parts, collect fees, retain water system operators, support functioning water committees, and monitor these different dimensions.

Timor-Leste experiences these same challenges, and so ISF looked at why so many community-managed systems are not functional just a year or two after installation.

Could new thinking inform a better governance and management approach?

ISF's research suggested ideas and options to tackle these problems by focusing on capacity building and long-term sustainability. This would require a reorientation of the sector from an infrastructure focus to a 'service delivery approach'.

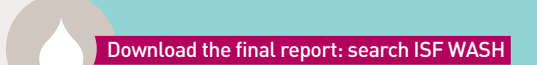
Such an approach would help clarify the range of governance and management

models that could improve rural water supply, including variations of community management – such as formalising committees – government outsourcing specific roles, and greater clarity on government roles in asset management and monitoring.

ISF's final recommendations for the National Directorate for Water Services (DNSA), BESIK and other stakeholders suggested how Timor-Leste could learn from and implement relevant models that had proven successful in other parts of the world.



FOR: BESIK, the Australian aid-funded initiative addressing rural water supply and sanitation in Timor-Leste



Download the final report: search ISF WASH



Supporting better water and sanitation policy, advocacy and practice in developing countries for almost two decades.



Key project

GENDER IMPACT ASSESSMENT

Throughout the world women are central to water and sanitation, yet often they play limited roles in decision-making, management and maintenance.

There is little evidence that assesses how WASH programs achieve changes in gender equality and how these are monitored.

ISF researchers are assessing the impact and effectiveness of Plan International Australia's Gender and WASH Monitoring Tool.

This initiative builds on a long history of ISF gender in WASH work, including in-depth research in the Pacific and development of academic frameworks and practical guidance to support gender equality.

The collaboration with Plan evaluates how non-specialist gender staff in central Vietnam use their tool, and resulting changes in power and relations between men and women. ISF and Plan are working with Vietnam National University to gather evidence and build capacity of local researchers.

The research combines a quasi-experimental approach with strong participatory processes,

providing an opportunity to explore innovative methods for assessing gender equality outcomes.

At the completion of the initiative, the ISF team will recommend ways to improve the tool and extend its long-term impact. Together with partners they will share the findings locally, regionally and internationally.



FUNDER: Australian Aid's Innovation and Impact Fund, Civil Society WASH Fund
COLLABORATORS: Plan International Australia, Plan Vietnam and Vietnam National University

Key project

URBAN SANITATION IN INDONESIA AND BEYOND

ISF is leading multiple applied research initiatives in urban sanitation in Indonesia and other Asia-Pacific countries, including three described here.

FUNDER: Australia-Indonesia Infrastructure Research Awards (AIIRA)
COLLABORATORS: Kemitraan and SNV

At the centre of the Indonesian government's universal access to sanitation program is their local governments' preparation of city sanitation strategies.

ISF's research on **strengthening governance arrangements for small city and town sanitation** used six case studies in Sumatra to investigate these planning processes.

The research identified governance challenges and opportunities, including a need for better linking of planning with budgeting. To reflect on the findings, local governments participated in cross-learning dissemination workshops. Together they developed strategies to address constraints.

Another ISF research collaboration on **effective governance of community scale wastewater systems in Indonesia** addresses community-scale sanitation systems serving 50-100 households. These systems are expected to grow exponentially in the next



Download reports and resources: search ISF WASH

FUNDER: Australian Development Research Awards Scheme (ADRAS), Department of Foreign Affairs and Trade
COLLABORATORS: BAPPENAS, AKSANSI, BORDA and the Overseas Development Institute

few years to meet the national government's sanitation targets.

This transdisciplinary, participatory action research in Java and Sulawesi engages with stakeholders at all government levels, community-based organisations, NGOs and users.

To ensure long-term public health, environmental and fiscal outcomes, the research offers a range of alternative governance models in addition to those currently used for community management.

FUNDER: SNV Netherlands Development Organisation

In a third initiative, a long-term collaboration with SNV provides **knowledge and learning support** in Nepal, Bhutan, Indonesia and Bangladesh. The research includes critique and analysis on financing, planning, monitoring, compliance, resource reuse, and showcasing innovative approaches.



Key project

REALISING THE HUMAN RIGHTS TO WATER AND SANITATION

ISF was commissioned by the World Health Organisation (WHO) to better integrate equity in water safety planning processes.

Water Safety Plans are promoted by WHO as a cost-effective risk management approach to ensure safe drinking water. They have been widely adopted in many countries.

Universal safe water without discrimination is a human right recognised by the UN in 2010 and this work with WHO links with other ISF human rights research.

Over many years, ISF has been working with other global leaders to progress the Human Rights to Water and Sanitation, providing training and practical guidance.

Through the collaboration with WHO, ISF worked with communities, utilities and government in the Philippines, Bangladesh and Nepal.

Including marginalised or disadvantaged groups in water safety planning design and implementation ensures no one is forgotten or left behind, and that everyone equally receives the benefit of safe water.



FOR: World Health Organisation (WHO)

Key project

ENTERPRISE IN WASH

Enterprise in WASH looks at the emerging role of private enterprise in the provision of water and sanitation services to the poor.

The initiative began in 2013 with a global literature review of privately-provided WASH services.

Then focussing on Vietnam, Indonesia and Timor-Leste as case studies, ISF researchers assessed the motivation and barriers to entry for micro, small and medium enterprises to establish a WASH business.

"We have adjusted our sanmark strategy based on findings of the value chain study."

Wahyu Triwahyudi, National Advisor Plan Indonesia

ISF examined the supply chain of sanitation services in Vietnam and Indonesia, especially to remote rural areas, as well as assessing whether private services were economically viable. The team also completed an in-depth study of whether poor households are accessing private water services in rural Vietnam.

The initiative identifies how civil society organisations (CSOs) can best support the participation of WASH enterprises to promote equitable, sustainable service delivery.

"It is very important research...you should use it in your policies and actions at local level. I very much agree with all findings and the recommendations of this research".

Vice Minister Thang, Vietnam Ministry of Agriculture and Rural Development

Project reports, summaries and presentations are available at www.enterprisewash.info



It provides information to local governments and policymakers to strengthen incentives and regulations governing private sector participation.

The initiative has already had a significant impact, contributing to improved evidence and practice in case study countries.



FUNDER: Australian Development Research Awards Scheme (ADRAS), Department of Foreign Affairs and Trade
COLLABORATORS: Local universities in Vietnam, Indonesia and Timor-Leste, as well as Plan International, Thrive Networks, SNV, WaterAid and the Overseas Development Institute

OUR TEAM...

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Naomi Carrard



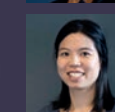
Dr. Tim Foster



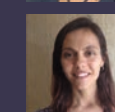
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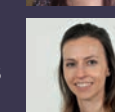
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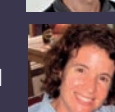
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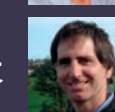
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