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ISF: RESEARCH

KNOWLEDGE NETWORKS AND CAPACITY BUILDING IN THE WATER, SANITATION AND HYGIENE SECTOR IN SOUTH EAST ASIA AND THE PACIFIC

KNOWLEDGE NETWORKS IN THE WATER, SANITATION AND HYGIENE (WASH) SECTOR IN SOUTH EAST ASIA AND THE PACIFIC

Research Report

IFTIKHAR HUSSAIN

Research Fellow
Institute for Sustainable Futures
University of Technology, Sydney

With the support of Juliet Willetts and Naomi Carrard

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1   Introduction

1.1   Background of the Research Project on Knowledge Management

This report is based on work undertaken with the support of an AusAID Australian Leadership Award Fellowship (ALAF) grant. ALAF is a component of a regional program initiated by the Australian Agency for International Development (AusAID) that aims to develop leadership skills and build partnerships and links between the Australian Government and developing countries around the world.

Iftikhar Hussain, Program Coordinator of WESNet Pakistan, in association with and supported by the Institute for Sustainable Futures (ISF), University of Technology Sydney, submitted a proposal to AusAID. The proposal was based on research into Water, Sanitation and Hygiene (WASH) sector knowledge sharing and knowledge management activities in South-East Asia and the Pacific. The partnership between Iftikhar Hussain of WESNet and ISF was extended to include collaboration with the International Water and Sanitation Centre (IRC*)* Netherlands who have a long history in knowledge networks and knowledge management in the WASH sector.

This research project is primarily based on assessing the critical issue of capacity development in the water, sanitation and hygiene sector with a focus on learning more about and engaging with effective knowledge networks in Asia and the Pacific. The research findings evaluate the existing level of knowledge management in the WASH sector and form the basis for improved regional WASH sector knowledge sharing. The research project on WASH sector knowledge management is closely linked with Australian WASH Reference Group. The Australian WASH Reference Group is a community of practice of nongovernmental organisations, academic institutions and representatives of the Australian water industry. The research project will assist the Reference Group in maximizing their reach, effectiveness in achieving capacity building and their potential for collaboration.

Throughout the research project, the researcher collaborated with the Australian WASH Reference Group and IRC. These organisations also participated directly in the design and implementation of the final workshops held in Melbourne and Canberra.

1.2   Why conduct a research project on knowledge management in WASH?

Over the past decade, significant changes have occurred in the WASH sector around the world, particulary due to institutional reform and the decentralization of municipal services. Under-resourced local government agencies have faced challenges relating to legal, institutional, financial and technical changes and have struggled to provide adequate municipal services to poor communities. [1] These emergent issues emphasize the need for practical solutions. Decision-makers in governments, the development sector and the other WASH sector stakeholders have increasingly shifted their focus from conventional technical projects to development of sector frameworks for improving municipal service delivery.

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[1] A report on Water Supply and Sanitation Sector Reforms in Kenya, Tanzania, Uganda and Zambia Challenges and Lessons by Tony Richards, Ernst Doering , Amelie D`Souza, GTZ , Dar es Salaam January 2008.

Many organisations, including funding agencies, government and non-governmental organisations have increased their focused on capacity building, sharing of best practice, knowledge enhancement, lateral learning and sector coordination. With many countries undertaking WASH sector reforms, a wealth of knowledge has become available for sharing best practice related to water and sanitation policy development, formulation of strategies and institutionalization of legal frameworks for WASH. Within this context of change, 'knowledge networking' is a relatively new concept that has been introduced subsequent to institutional reforms for provision of knowledge sharing and knowledge management services in WASH sector.

Knowledge networks generally function for professionals to openly discuss current circumstances and find solutions for improving a situation through collaboration and mutual learning. The ultimate goal of knowledge networks, particularly those focused on development, is to provide an opportunity for professionals to develop contacts, understand and analyse critical issues and challenges and strive to find the most appropriate solutions.

Knowledge networks are strongly needed in the WASH sector in developing countries due to instability of government policies and a general lack of coherence and broad based strategies for participatory planning and development. Forums such as knowledge networks provide a means for consultative dialogue, open discussion and information sharing, professional development, lobbying and advocacy and communication.

Networks offer an opportunity to bring together governments, the private sector, civil society and international and multi-sector organisations. Networks have great potential to coordinate the actions of various stakeholders and can promote informed decision making by enabling different actors to contribute to solving problems based on their mandate, roles and strengths.[2] The question remains how networks can best meet these high expectations.

Networks often face limitations in reach (e.g. they cannot support and train the requisite numbers of workers required by the sector), in cohesion, in their level of policy influence and in gaining recognition and support from sector stakeholders (where opinions on the best approaches can differ significantly). They also sometimes face challenges in building sector capacity in sound monitoring and evaluation, in enhancing the level of use of Information and Communication Technologies (ICT) in applying results oriented participatory approaches in knowledge sharing, and in mainstreaming gender concerns in decision making at every level.

This research program on knowledge management in the WASH sector in South East Asia and the Pacific provides evidence of how to overcome such constraints and as such provides AusAID and other donors and knowledge networks themselves with suggestions on how to improve their functioning and impact.

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[2] Work the Net, A Management Guide for formal networks By Dr. Urs Karl Egger, Skat, Gallen Switzerland www.cetesb.sp.gov.br/rede/documentos/**Work**_the_**Net**_ingles.pdf.

1.3 Acknowledgments

2 Methodology

2.1 Mapping existing networks and organisations

A mapping exercise of WASH networks and key organisations in knowledge management in the Asia-Pacific was the starting point of this research. To begin the mapping exercise, a database was developed to keep abreast of relevant organisations. It included information regarding each organisation's status, outreach, nature of work, focused areas of work and geographical areas of intervention, interest, ways and means of financial support, how they interact with communities and remain in contact with relevant stakeholders, the ultimate beneficiaries of the organisation's activities, description of undertaking activities and contact address including postal address, telephone numbers, emails and web portals.

In developing the database, internet search engines were the primary source used to find information about knowledge networks and other capacity building organisations in the WASH sector operating in selected regions of Asia and the Pacific. Key words used for internet searches included "Water and Sanitation Sector organisations in Pacific region", "Water and Sanitation based knowledge networks in Pacific region and South East Asia",

"External Support Agencies working in WASH sector in South East Asia and Pacific region", "Local Government system in Pacific Islands" and "WASH sector in South East Asia and Pacific". Other information sources utilised for gathering information included the Institute for Sustainable Futures (ISF) library, workshops and conference reports compiled by ISF staff members and information from the online water organisations database developed by the International Water and Sanitation Centre (IRC) Netherlands.

The mapping exercise was helpful in identifying locations in South East Asia and the Pacific where knowledge sharing activities were already taking place (in one form or another). It also assisted in uncovering locations where no formal system for knowledge sharing or knowledge dissemination exists.

2.2 Survey sample and respondents

A list of selected organisations from which to seek detailed information was prepared from the large database of formal and informal WASH networks and organisations based in different countries of South East Asia and Pacific region. A set of criteria was determined for selecting a small set of knowledge networks or organisations for closer analysis through an online survey. In selecting networks and organisations, attention was paid to representing countries where there was a lack of coordination and sharing of information due to challenges of decentralization and poor capacity at the municipal service delivery level. Organisations working in countries where there is some structure and functioning to how knowledge is shared in the sector were also sought, to ensure a breadth of perspectives was included in the research. Efforts were also made to choose a group of networks/organisations with the following attributes: high outreach level to all stakeholders; strong working history; having and utilizing effective communication tools; acceptance from the government and experience in dissemination of best sector practices related to the WASH sector.

Selected organisations and networks were invited to respond to an online survey. These groups included:

- o Water Research and Training Centre Myanmar
- o NGO forum on Cambodia
- o WATSAN Networking – INA Secretariat Indonesia
- o International Training Network Indonesia
- o Indonesian Society of Sanitary and Environmental Engineers Indonesia
- o Streams of Knowledge Philippines
- o GTZ Knowledge Management for WASH
- o The WASH Coalition Philippines
- o UNICEF LAO PDR
- o Netherlands Development Organisation (SNV)
- o Vietnam Rural Water Supply and Sanitation Partnership ,Ministry of Agricultural and Rural Development
- o VUFO – NGO Resource Centre Water and Sanitation Working Group Vietnam
- o Members of Pacific WASH Coalition including the World Health Organisation (WHO), Foundation of the People of the South Pacific International, Pacific Islands Applied Geoscience Commission (SOPAC) and UNICEF Pacific Islands
- o International Water Association

- o   World Toilet Organisation Singapore
- o   WASH Reference Group Australia
- o   International WaterCentre Australia

Replies to the online survey were received from a subset of these orgnaisations: SOPAC and World Health Organisation Fiji (both organisations responded on behalf of Pacific WASH Coalition), Streams of Knowledge and PCWS - WASH Philippines Coalition Philippines, Water and Sanitation Working Group Vietnam, World Toilet Organisation Singapore, Netherlands Development Organisation (SNV), Australia WASH Reference Group and International WaterCentre Australia. Two types of networks were included in the survey, networks between organisations, and organisational networks (organisations which have set up their own networking structure which may be internal, and sometimes also involves external links.

2.3   Methods and approaches applied in the research activity

Appreciative Inquiry was used as a guiding methodology informing development of a detailed online questionnaire. Appreciative Inquiry is a recently introduced approach to social change used successfully throughout the world within hundreds of organisations and also in community contexts. The basic idea of applying Appreciative Inquiry was to find out the potential positive approaches applied within the networks rather than focusing on inadequacies and gaps. The study explicitly focused on positive experiences and examples where networks/organisations have overcome challenges, to identify strategies and techniques to promote successful knowledge networks and organisations.

As such, surveyed networks and organisations were asked to describe a specific activity or event relating to the organisation's work that was considered to be successful. Survey respondents were asked to provide their assessment of the strengths within their network that underpinned the successful event or story, giving insight into aspects of networks that make them effective.

2.4   Survey design and structure of the questionnaire

In-depth research of selected networks was conducted in the form of online questionnaire using the Survey Monkey software platform, (www.surveymonkey.com). The survey included a mix of closed and open, and quantitative and qualitative questions. General information about the network or organisation was requested including the location of work, focus and role within the sector, date and brief history of establishment and sources of support including government, donor agencies or a particular champion if any. The respondents were asked to elaborate the objectives and nature of the network, what sorts of organisations are involved and how communication takes place. Respondents were encouraged to reflect on a successful activity or event facilitated by their organisation or network. The respondents were further invited to elaborate about individual and organisational strengths that underpinned success, and share information about visions for the future role and activities of their network or organisation. See Annex B 'Questionnaire on WASH KM' for the full list of questions.

2.5   Analysis of results

An analysis of the survey responses was conducted by the researcher and reviewed by the senior colleagues at ISF and IRC Netherlands. Analysis is based on the information received from the respondent networks including the following areas:

- Time spent by knowledge networks on different activities
- Activities undertaken by WASH Networks
- Rural versus urban focus
- Resourcing participation in network activities
- Financial and organisational sustainability
- Nature and level of government involvement in WASH knowledge networks
- Strengths and achievements of WASH networks in South East Asia and the Pacific region and their contribution towards development of the WASH sector in the region
- Challenges pertaining to WASH networks in South East Asia and the Pacific
- Approaches to enabling good sector coordination
- Most effective approaches for building institutional capacities
- Most effective advocacy approaches by WASH Networks
- Visions for the future

3   Results

3.1   Time spent by knowledge networks on different activities

Networks surveyed were asked to highlight their main roles with regards to specific knowledge management based activities including: advocacy (raising public awareness through public campaigns, providing support in policy formulation, data and research, reports); capacity building (strengthening capacity for research and communication, training, mentoring); sector coordination; and knowledge sharing (providing a platform for WASH sector stakeholders including decision makers for discussing and testing ideas and finding new innovative solutions).

The researcher experience of working with WASH knowledge networks in Pakistan has shown that advocacy often plays a comparatively bigger role in network activities. Networks use different tools for advocacy including policy lobbying, interpersonal meetings and negotiations for reaching to a common goal.

The survey results with regards to time allocation by networks to different activities are depicted in Figure 1. As the figure illustrates the Australia WASH Reference Group focuses more on advocacy initiatives than the Pacific WASH Coalition, which focuses more on knowledge sharing activities. The South East Asian based networks surveyed focus more on capacity building and sharing knowledge while giving less emphasis to sector coordination and advocacy.

% time and effort spent on different activities
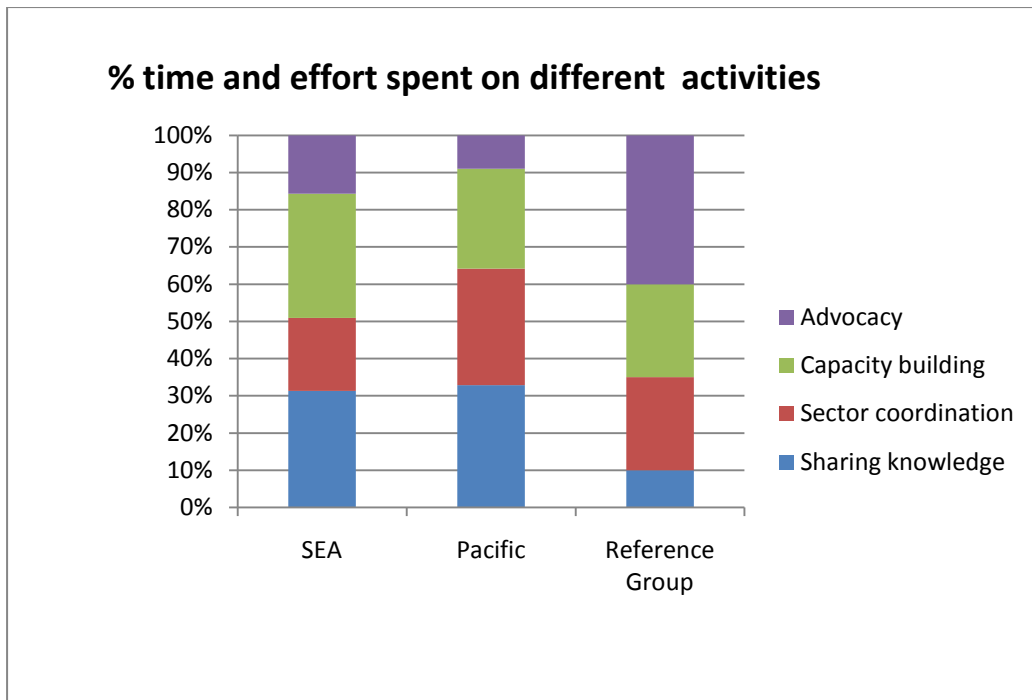
Figure 1 Time & effort spent on different mandated activities

3.2 Activities undertaken by WASH Networks

Activities undertaken by WASH networks include developing alliances, knowledge enhancement of municipal service delivery organisations, awareness raising, providing coordination services in emergencies, conducting needs assessments of municipal service delivery organisations and providing support to government and WASH sector stakeholders in the formulation of regional/national water and sanitation policies and strategies.

The extent to which surveyed networks participate in these activities is illustrated in Figure 2. As can be seen in Figure 2, the Pacific WASH Coalition provides support to WASH sector stakeholders in formulation of regional /national water and sanitation policies, but does not play a role facilitating public-private partnerships. In comparison, networks based in South East Asia work on almost all activities described in the questionnaire. South East Asian networks have a particular focus on supporting knowledge enhancement of municipal service delivery organisations. WASH networks in South East Asian countries also provide support to the governments and WASH sector stakeholders in the formulation of regional / national water and sanitation policy development.
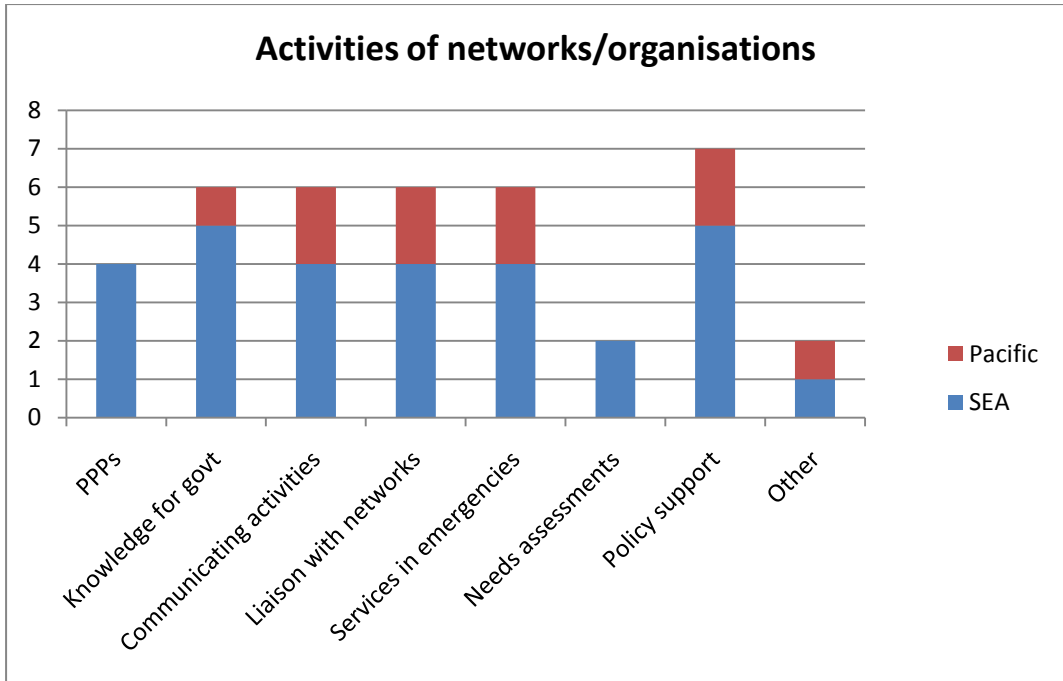
Figure 2 Focus activities of networks and organisations

3.3   Rural/urban focus

As Figure 3 illustrates, networks responding to the survey generally focus equally on urban, peri urban and rural areas. Networks based in South East Asian countries focus more strongly on rural areas, which is perhaps surprising given the increasing urbanisation in South East Asia.
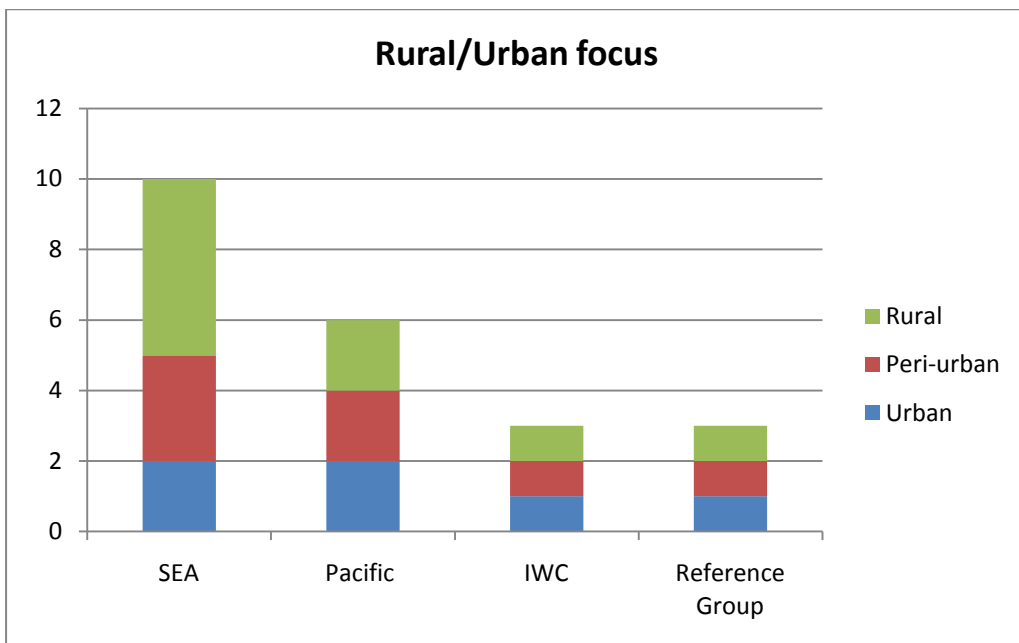
Figure 3 Areas of focus for knowledge organisations and networks

3.4   Resourcing participation in network activities

Respondents to the survey included a mix of formal and informal or partnership-based networks. The latter typically have members from different segments of society including non-governmental organisations, government and other public sector agencies, donors, the water and sanitation industry, academia, communities and civil society organisations.

According to survey findings, most networks rely on voluntary participation and contribution of time and expertise from members. Networks require significant commitment from members as the networks mostly rely on the expertise of members to support activities and gain and maintain credibility.

In most networks communication takes place through email, mobile phone messages, conversation, focus group discussions and online exchange. Each of these methods of communication has different resourcing implications. Sometimes members are supported by their organisations to allocate time to network activities including advocacy, research and meetings. World Toilet Organisation, for example, supports the organisation summits, expos and other forums. Some networks utilize their funds for face-to-face networking and related activities. Some internal networks like the Netherlands Development Organisation (SNV) provide partial salary to its head / team leader through donor support.

Similarly Pacific WASH Coalition, Water and Sanitation Group Vietnam, STREAMS Philippines and Australia WASH Reference Group use their forums for sharing experiences, learning best sector practices, information exchange and better future planning. In most cases, the networks members are provided partial support by their organisations or subsidized by their respective networks for participating in network activities.

3.5   Financial and organisational sustainability

Most networks responding to the survey rely on their own resources. A few network partners receive revenue from education, training, research and expert services activities. Some work with government departments and donor agencies, and some are engaged in partnerships doing strategic consultancies. Others collect funds through fund raising exhibitions, selling of paintings, sculptures and other artworks. The International Water Centre (IWC) Australia was initially supported by the Queensland Government. IWC now undertakes numerous projects in partnership with federal state and local level governments.

While financial sustainability is a critical issue for knowledge networks, in knowledge networks and in the WASH sector more generally the development of adequate capacity is a more complex and arguably much bigger problem than the availability of financial capital for infrastructure investments.[3] In the context of developing countries around the world and based on the author's experience of working in WESNet NWFP Pakistan, institutions are as strong as their staff and members and effectiveness is personality dependent. Top leadership makes the difference. Good top leadership is in short supply. Rotation is high,

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[3] Strengthening the capacities of local organisations and people - Setting the Scene: Capacity Development for Improved Local Water Governance - Maarten Blokland, Erma Uytewaal, 5th World Water Forum ISTANBUL 2009

most often a top position may see almost yearly rotation of bureaucrats, necessitated by political expediency. All these factors have the potential to play an erosion of networks' effectiveness. Donor commitment remains important not only for partial funding, but to provide higher-level technical and intellectual feedback and inputs, which most often come only from champion-professional of a calibre afforded mostly by 'bigger agencies'.[4]

There is almost no worthy example globally of a knowledge network which is 100 % self-reliant financially and partial reliance seems more of a rule than exception, which inevitably means outside support is required. This outside support has to be primarily from the government, as development partners will not support, even partially, a network or resource centre, which is not endorsed by the government. Getting government support in the context of developing countries especially for a new idea like knowledge management is dependent on many chance variables, which makes knowledge networks vulnerable to sudden shocks, uncertainty and a difficult operating environment.

3.6   Government involvement in WASH knowledge networks

The basic philosophy of networks is to provide a forum where government in consultation with other WASH sector stakeholders configure ways and strategies to enhance the delivery of effective and sustainable WASH services to poorly served areas in developing countries.

Ensuring long term sustainability of donor-funded WASH sector projects in developing countries is a challenge. Often, a few years following project completion, problems emerge, for example an increase in costs, changes in economic and political contexts, increase in demand for water and sanitation services due to population growth, illegal use of services, difficulties relating to obtaining relevant technical information, loss of technical catalogues, non availability of spare parts and conflicts.

In that situation, the local WASH governance institutions (possibly local government department) require solutions to their problems which can be found from other areas through information and knowledge sharing. This is where the need for a WASH sector knowledge network arises, if the WASH sector at local level possess a well managed WASH sector knowledge network as a result the local WASH governing institutions will have easy and rapid access to the information and resources they need.[5] In the context of basic service delivery including water, hygiene and sanitation, involvement of the government is important for ensuring ownership, adapting rules and regulation and providing a legal, social and conceptual framework to the network activities.

According to the survey results, Pacific WASH Coalition does not have direct representation of the government but government views are reflected through regional bodies and NGOs. In South East Asian countries, as per general rule, the networks do not have direct representation of government as members but networks work with affirmation of the relevant government departments. The World Toilet Organisation works closely with the local government department. According to WATSAN Working Group Vietnam, government agency subscribes to the WATSAN working group mailing list and shares its views with group

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[4] Views expressed by Mr. Farooq Khan in IRC funded CoP web based discussion on financial sustainability of Networks

[5] Views expressed by Mr. Peter Bury IRC Netherlands in IRC funded CoP web based discussion on financial sustainability of Networks

members. Government departments send newsletters to the WATSAN working group and take part in working group meetings through presentations and discussions.

3.7   Strengths and achievements of WASH networks

According to the survey responses, many networks have good collaboration and communication with WASH sector stakeholders. Most of the networks possess strong technical expertise and knowledge and enjoy high credibility. The networks have working relationship with partners on the ground and they have motivation, passion and vision for the future. Networks draw on these qualities to promote overall improvement of the WASH sector.

Australia WASH Reference Group described development and use of the report *Getting the Basics Right* as its main achievement since inception. The report was prepared in collaboration with members and used as a key lobbying tool during 2007 elections. It is considered as a good collaboration between members, playing to strengths of academic members (in researching and writing) and advocacy members (in lobbying). The collaboration resulted in a meaningful output which has provided visibility for the group and helped to promote the profile of WASH with the Australian Government.

The International WaterCentre Australia in collaboration with other universities based in Australia and Timor Leste worked to develop curriculum for engineers and other professionals working in the WASH sector. The project was approved for funding by AusAID and led to curriculum improvement, particularly the inclusion of practical components. In this instance, IWC was able to identify a need, coordinated with Australian and in-country partners and contribute to a project that has long term benefits for the WASH sector in Timor Leste.

The Pacific WASH Coalition holds membership of the Water Supply and Sanitation Collaborative Council (WSSCC) and is receiving support from WSSCC for a small number of sanitation projects. The Pacific WASH Coalition members actively participated in International Year of Sanitation (2008) activities. Pacific WASH Coalition also participated in the celebration of Global Hand Washing Day in 2008 and as part of this provided a newspaper supplement in a local newspaper. The Pacific WASH Coalition also took part in refurbishment of the sanitation park in Fiji that the WASH Coalition members can use as a model for their projects in the Pacific.

The Philippines Centre for Water and Sanitation (PCWS) currently leads the Philippines WASH Coalition (a loose coalition of organisations, local governments, communities and individuals). Coalition members are mostly WASH experts with credibility in influencing local governments and even some national agencies to prioritize the implementation of WASH projects and programs. The various roles of coalition include:

- o Providing technical assistance on design, construction, operation and maintenance of WASH technologies to communities, NGOs and local governments.
- o Building capacity through hands on training.
- o Forming local artisans group for WASH technologies.
- o Making communities aware of low cost WASH options.

- Advocating to local governments, NGOs and donors to increase WASH investment.
- Implementing demonstration projects for advocacy purposes.

The Philippines WASH Coalition considers this experience a success because it helped in making people realize that water supply and sanitation need not be expensive nor complicated and that systems can be built, used, maintained and improved upon by households and communities. In addition the WASH Coalition encouraged local initiatives. It empowered communities and household to believe in their capacities and not to depend on politicians and patrons. The Philippines WASH Coalition has played a role in preventing corruption and has provided help in achieving local MDG targets for water supply and sanitation. The coalition also promoted the need for sustained advocacy efforts to address the lack of knowledge, awareness and appreciation of low cost WASH technologies among policy makers.

Streams of Knowledge Philippines is now assisting the Philippines National Government in developing the country's Sanitation Roadmap. This has provided an opportunity for Streams to influence policy direction relating to sanitation.

In Vietnam, following up from the 2005, Joint Government Donor review of the Rural Water Supply and Sanitation (RWSS) Sector, the Ministry of Agriculture and Rural Development (MARD) established a Government-Donor Taskforce for the design of the RWSS partnership. The partnership goal is to contribute to reduction of rural poverty and protection of the environment through more effective implementation of the national RWSS strategy. The partnership's purpose is to enhance the effectiveness of resource use in the RWSS sector through establishment of a collaborative mechanism for coordination and harmonization of support for government policies.

In Singapore, prior to the establishment of World Toilet Organisation, there was noticeable lack of coordination and collaboration in the water and sanitation sector. Sanitation never received due coverage in print and electronic media. There was no forum available for participatory planning for promotion of sanitation. The World Toilet Organisation was established as a forum for sharing sanitation-related best practices, knowledge enhancement and knowledge management.

3.8 Challenges pertaining to WASH networks in South East Asia and the Pacific

While achieving many successes, knowledge networks in the WASH sector also face various challenges. According to survey results, networks often find it difficult to develop longer term work plans due to the busy schedules of members. Availability of adequate human and financial resources is a significant challenge. Networks also often face challenges in building the capacity of local government departments. Another significant challenge is maintaining strong leadership, which is critical for network operations. Networks often face challenges in securing resources to support their work. When promoting innovative approaches like low cost appropriate environmental friendly WASH technologies, networks can sometimes be under-appreciated by key decision makers in WASH sector including local government and/or donor organisations.

In order to combat these challenges, networks require courage to try to do new things and they must have the confidence to make mistakes. The level of courage remains much dependent on the context in which the networks operate (e.g. what current practices allow, what politics allow, what the decision-makers allow). One thing that may help is to seek and collaborate with like-minded people and institutions to promote gradual changes within existing systems.[6]

3.9 Approaches to enabling good sector coordination

With regards to effective sector coordination, some networks considered participation in regular face to face meetings and communications as the most effective methods. One network suggested building trust between groups and within personal relationship is the best means for facilitating good sector coordination.

The Water and Sanitation Working Group Vietnam said that the group joined the Government-Donor Task force for the design of the RWSS partnership. Developing close links with relevant agencies and sharing information often during joint discussions helped the group to find the best solutions.

Netherlands Development Organisation (SNV) suggested a well structured multi-stakeholder process such as development of jointly produced information or review of joint experience enables good sector coordination. The international Water Centre Australia suggested agreeing on a common goal, building trust between groups, regular communication and knowledge sharing between groups and face to face meetings are the most effective methods for sector coordination.

The Australia WASH Reference Group suggested that face-to-face meetings were the most effective mechanism for sector coordination, as these meetings enable everyone to update their information. They also provide the opportunity for the Reference Group to interact with AusAID.

3.10 Most effective approaches for building institutional capacity

According to the UNDP, capacity development is the process by which individuals, organisations, institutions and societies develop abilities (individually and collectively) to perform functions, solve problems and set and achieve objectives. In the WASH sector capacity building is defined as the process to provide individuals, organisations, and other relevant institutions with the capacities that allow them to perform in such a way that the sector as an aggregate can perform optimally, now as well as in the future.[7]

With regards to building institutional capacities, some networks surveyed suggested that encouraging links with external organisations is an effective method. Other effective methods identified include training workshops/courses to increase level of technical skills and developing a system of formal incentives, rewards and sanctions for staff members. The International WaterCentre suggested encouraging linkages to external organisations,

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[6] Views expressed by Mr. Peter Bury IRC Netherlands in IRC funded CoP web based discussion on financial sustainability of Networks.
[7] Knowledge Networks for Capacity Building: A Tool for Achieving the MDGs by Jan Luijendijk, Diego Mejia-Velez and Roland Price UNESCO IHE Netherlands. Available at www.irc.nl.

building capacity of individual staff members, encouraging creativity and productivity within institutions and information sharing are the most effective approaches for building institutional capacity. SNV noted the benefits of participatory assessment led by a vertical group (group of people from different layers of the organisation). Streams of Knowledge emphasised champion building at the leadership level, training, policy development and undertaking pilot projects as effective approaches for capacity development. The Philippines WASH Coalition emphasised investing in human resources, maintaining a creative work place and space, harmonising efforts, raising funds for operations and having a common vision, purpose and goals.

Experience has shown that a very effective approach for capacity building is learning by doing, as practical learning and exercises enables the individuals and eventually the organisations to remember and apply the attained knowledge in practice. Similarly for building institutional capacity, it is important to take the capacity development requirements of each stakeholder in consideration including government owned service delivery organisations, community representatives, private sector actors, academic institutions and non-government organisations. This will develop a potential link between service users, service regulators and policy makers to assess and analyse the enabling and constraining factors in the local WASH sector.

Knowledge networks can play an effective role in building institutional capacity in the WASH sector. Networks can facilitate development of thematic research agendas on different WASH sector themes. They can further facilitate systemised analysis of the existing capacity building gaps and can turn the outcomes of an interesting workshop into tangible products which can possibly be use as capacity building tools.[8]

3.11 Most effective advocacy approaches

In response to the survey, networks noted the benefits of different advocacy approaches. Some networks described mass communication campaigns using print and electronic media as the best advocacy technique. Others noted that the release of publications and organising media advocacy events on significant sector days (e.g. World Toilet Day, World Water Day) is an effective method for raising awareness among the public and civil society about important WASH sector issues and challenges. Some networks described their role in supporting policy formulation and development of strategies at regional and national level as their most effective advocacy technique.

The Philippines WASH Coalition works for organisational networking and knowledge exchange through advocacy. The Coalition uses advocacy as a tool to raise the profile of the WASH sector in Philippines. For example, the Coalition built partnerships for action research and demonstration projects to stimulate the development of innovative sanitation and hygiene solutions targeting poor and vulnerable groups. The group produced advocacy materials about low cost sanitation technology options for use in consultation with local governments, NGOs, communities and other groups. Presentation materials were also produced on low cost alternative wastewater treatment for communities and homes.

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[8] Views expressed by Mr. Rene Van Lieshout IRC Netherlands in IRC funded CoP web based discussion on financial sustainability of Networks.

The World Toilet Organisation organises World Toilet Day each year on 19 November. The day is globally observed by member organisations of World Toilet Organisation (WTO). The WTO also organises the World Toilet Summit and Expo. These summit and expo events provide momentum for creating a market for low cost sanitation products to provide services for poor and vulnerable groups within society.

3.12 Visions for the future

In expressing their visions for the future, many networks expressed a commitment to playing their roles in the WASH sector more enthusiastically and having broader regional impact.

The Philippines WASH Coalition envisioned itself as an organisation recognised as a leader and catalyst for improving access to water supply, sanitation and hygiene in the Philippines, and a credible partner within the international WASH coalition framework. In 2008, the Coalition undertook a visioning exercise and strategic planning process. They decided to remain a loose organisation to allow flexibility in implementing projects, achieving goals and discharging functions. The Philippines Centre for Water and Sanitation was nominated as the secretariat and four working groups were formed to assist the national coordinator. These groups focused on program development and resource mobilization, advocacy and networking, knowledge management and research and institutional strengthening. Each working group defined its protocol and work plan based on the Coalition's Action Plan.

The Pacific WASH Coalition has a vision to strengthen WASH sector partnership and coordination both within and between different agencies. For realising the vision, the Pacific WASH Coalition intends to build on current activities.

The Water and Sanitation Working Group Vietnam is determined to continue providing services to promote the exchange of information between organisations. Thematic topics will likely include disaster mitigation, construction, cost and effective rural sanitation.

The Australia WASH Reference Group is seeking to undertake small projects through the group e.g. community of practice wok. The Australia WASH Reference Group will continue to work with AusAID in the future. The group will seek organisational support from relevant groups and will continue to promote achievements and identify future needs.

4   Conclusion and way forward

Resource centres and knowledge networks are instruments for learning enhancement and capacity building in the WASH sector. The existence of knowledge networks is necessary for effective advocacy and for bringing innovation to scale. Networks face various challenges including financial and organisational sustainability and acceptance and endorsement by sector stakeholders and key decision-makers including government and donor agencies.

Networks have the strong potential to provide support in policy making by more effectively integrating the policy making community in the dialogue and research process. **By opening space for inquiry, networks can influence policy by connecting people, testing new ideas and generating new norms.** Networks connect stakeholders across different organisations and connect people located in different locations. Networks create a platform for people to share information, discuss new ideas and generate knowledge. For example, the Eastern

and Central Africa Program on Agriculture Policy Analysis (ECAPAPA) used a variety of tools to coordinate research and connect members, including electronically 'pushing' information out via an email list, 'pulling' people together in-person via policy-related workshops, and building social recognition and capital via a directory of stakeholders.

Projects started by a particular organisation, such as a government agency or NGO, are seen to be 'owned' by that group; yet networks are shared entities that are perceived to be more **politically neutral.** In Cambodia, one network provided an informal opportunity to coordinate support for community forestry among different government agencies, a feat that would have been more challenging if working through official bureaucratic channels. The project was able to create and sustain a partnership between key national agencies responsible for forests. But the project also networked a growing set of international NGO project teams scattered across Cambodia. These various partnerships opened space for new types of thinking and discussion by senior line ministry staff and helped commit international NGO project staff to advocacy for change.[9]

The most important prerequisite for knowledge networks in WASH sector is its acceptability and due recognition by the national WASH sector stakeholders. The knowledge networks can most effectively perform if they are mandated by the sector. Once the need for networking initiatives is established then access to finances no longer remains a major issue.

There are noticeable institutional challenges in South East Asian countries and networks are assisting in addressing some of these challenges. Many countries lack agreed national development plans for water and sanitation. Decentralization of local government systems has added further complexities to an already fragile WASH sector. In this scenario the existing WASH networks are performing a praiseworthy role to combat the enormous challenges of knowledge enhancement and capacity building required for effective service delivery. The strength of these networks lies in the dedication and courageous performance of its members including individuals and all relevant stakeholders.

The countries in Pacific Island region also face significant water and sanitation challenges. These countries are constrained by their small size, vulnerability to natural disasters and inadequate human and financial resources. These challenges require extensive awareness raising, advocacy and political will at community, institutions and government levels to create a legal, social and institutional framework to promote and sustaining access to WASH. There is a need for awareness raising and capacity building programs at regional and national levels. The Pacific WASH Coalition comprise the membership of some most influential organisations in WASH sector includes UNICEF and World Health Organisation (WHO) and thus could potentially play a stronger awareness raising and advocacy role.

This research on WASH sector knowledge management in South East Asia and the Pacific contributes a useful resource on knowledge networks and sharing in this region for a range of stakeholders. The research can assist the Australia WASH Reference Group to enhance its outreach level in the focused countries of South East Asia and Pacific. The Australia WASH Reference Group is now in a better position to establish linkages with national and regional

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[9] Public Policy Influence of International Development Networks: Review of IDRC Experience (1995-2005) Terri Willard and Heather Creech February 2008.

WASH networks in South East Asia and the Pacific. The Australia WASH Reference Group and the WASH networks working at national level in South East Asia and the Pacific can potentially gain mutual benefits by undertaking collaborative initiatives focused on information sharing, advocacy and mentoring. The WASH Reference Group is looking to develop a community of practice approach around key areas in WASH practice, starting with the issue of effective methods for hygiene promotion. Such projects provide the opportunity to link with regional networks.

Suggestions to strengthen the activities of WASH networks existing in South East Asia and the Pacific region are:

- o Develop strong connections with WASH sector stakeholders at regional, national and international level.
- o Monitor and document their own experiences, achievements and successes and use these to justify the importance of their work to engender on-going support. This might include surveying members or other stakeholders about usefulness of resources produced or events conducted.

This research provides an opportunity for participating and other networks to consider their roles and strategies and learn from each other's experiences for formation of a better WASH culture in South East Asian and Pacific countries. It is hoped this report will act as a catalyst for effective coordination among WASH sector networks in the region.

Annex A: WASH Knowledge Networks in South East Asia & Pacific - their history, current role and future aims

Australia WASH Reference Group

1. Brief history

The Australia WASH Reference Group was formed without donors support. It was established through joint efforts of a group with a passion for WASH and then bringing along their organisations. Establishment of Water Aid in 2004 may have provided with a kind of spark and a point for other interested people to join together. This lead to collaboration on some work – workshops, publication, trainings etc, this lead to the expansion of group. Group started meeting and having an email list of members. in 2008 went on to write-up more formally ways of working and induct new members. The most important objectives of WASH Reference Group are ramping up Australia response to WASH crises, improving working of WASH practitioners in region and building support of general public for WASH issues.

2. How does the organisation operate

The Australia WASH Reference Group has 23 organisations as members and most organisations have one representative except a few. Members are mostly from NGOs who are supporting WASH work in their overseas programs. Other members are academic and Australian Water Industry. Mainly communication takes place through emails, list serve and regular face to face meetings. The WASH Reference Group work across the Asia and Pacific and focusing on urban, peri urban and rural areas.

3. Current role of network in WASH sector

The Australia WASH Reference Group has more focus on advocacy initiative like seminars, workshops, public campaigning, press releases etc. WASH Reference group has regular interaction with AUSAID and is establishing relationship with key actors in WASH in AUSAID. Currently the focus on the WASH Reference Group (WRG) has been engaging in the Australian government funded Water and Sanitation (WSI) Initiative design, providing input to WASH policy development, embedding WASH within country strategies and initiating community of practice work on hygiene promotion.

4. Future Aims

Undertaking more community of practice work, convincing government to invest more in WASH sector and for it to be seen as central to development undertaking joint campaign work to mobilise public around WASH issues. Provide an social accountability role for Australian government WASH work.

To realise these aims, the Australia WASH Reference Group aims to source resources to undertake small projects through the group. – for example for community of practice work. It is also looking to run a learning fund to share experiences from AUSAID funded NGO work. It will continue to increase outreach through the group and develop closer ties with ACFID.

International Water Centre Brisbane

1. Brief history

International Water Centre was established as a joint venture of four leading Australian universities. The universities and the Queensland state government provided core funding support to the centre when it was founded and continue to do so. The company establishment was initially supported by a group of leading academics in the four partner universities. The Chair of the Board, University of Queensland, Vice Chancellor Professor Paul Greenfield was and continues to be a champion for international Water Centre. The most important objectives of International Water Centre are capacity development, education and training, promotion of water sensitive futures, and applied research in integrated water management.

2. How does the organisation operate

The International Water Centre has 15 employees and among them 5 are men and 10 are women. The organisation operates under the governance structure that outlines roles and responsibilities of staff members. The International Water Centre focuses equally on urban, peri urban and rural areas. The International Water Centre conduct surveys of water professionals on their capacity development need and regularly organise initiatives for evaluation of education, training and applied research products.

3. Current role of organisation in WASH sector

International Water Centre striving to develop cohabitation and take partnership initiative for promotion of WASH sector in developing countries. It has good linkages with NGOs like Water AID Australia and Engineers without Borders and it has willingness of in country projects and staff (for example AUSAID Rural Water Supply and Sanitation Program) to participate in research activity and provides introduction and contacts. International Water Centre its partner university, University of Western Australia (UWA) and Engineers without Borders have been working in Timor Leste with the Dill Institute of Technology (DIT) and in the national University of Timor Leste to develop curriculum improvements for engineers and other professionals working in the WASH sector. Through its Australian Water Research Facility, IWC identified the need for additional capacity building and curriculum development at these Timorese universities to effectively educate engineers and provide the practical work experience. Scoping the project with in- country partners, IWC submitted an EOI and then proposal to AUSAID for support to this. The project was funded and has led to curriculum improvements particularly practical components and UWA and UNTL have signed a MOU. A further 3years worth of funding is being sought.

4. Future Aims

To change the way people think about, act and solve complex water management problems through education and training in integrated water management, targeting emerging leader, undertaking research into water sensitive futures.

Pacific WASH Coalition

1. Brief history

As member of the global Water Supply and Sanitation Collaborative Council (WSSCC), the Pacific Islands Applied Geosciences Commission (SOPAC) has mobilised partners in the region to coordinate activities in the Pacific region on water supply, sanitation and hygiene (WASH) and established the Pacific WASH Coalition.

2. How does the network operate?

The Pacific WASH Coalition being a member of the Water Supply and Sanitation Collaborative Council (WSSCC) – a global think tank on WASH based in Geneva Switzerland. The Pacific WASH Coalition receive some support from them for implementation of some WASH activities for the past two years and the coalition is optimistic for continuity of support in future as well. There are about 9 members in the WASH coalition that does some sort of WASH programs in the Pacific. Most of the members are from different NGOs and UN agencies. The coalition meets regularly or when the need arises. For communication, network members share information via email or telephone. Members usually gave in a brief update on the current activities in the Pacific Island countries in which they work and share experiences with other WASH coalition members. The Pacific WASH Coalition members try to work in collaborative manners to prevent duplication of WASH activities in Pacific Island region hence the development of Pacific WASH Coalition Framework.

3. Current role of network in WASH sector

The Pacific WASH Coalition framework highlights why the group works together as a WASH coalition and it highlights some key working areas. It also highlights the different tools which each agency use for monitoring and evaluation of their programs for example the Pacific framework for action on drinking water quality and health recommended capacity building in drinking water safety, monitoring and data management in the Pacific. Draft drinking water quality standards to be drawn up by local water groups including Ministry of Health, Department of Water and Sewerage, Department of Environment, University of the South Pacific, Ministry of Trade and Commerce, Fiji School of Medicine, Fiji Institute of Technology, etc. The WASH Coalition members participated actively in the sanitation promotion activities during international year of sanitation 2008. Coalition participated in the celebration of Global Hand washing day and issues a special supplement in local newspapers. Development of Pacific WASH Coalition framework, the refurbishment of Sanitation Park in Fiji that the WASH Coalition members can use as a model for their projects in the Pacific. A range of technologies are available at the Park, including a sanitary well, water seal latrine, pit latrine, a septic tank and soakage trench, a ventilated improved pit latrine and a waterless or composing toilet. The Park provides interested individuals, communities, research institutions an opportunity to visit the demonstration facility for information on wastewater systems available, how waste gets treated, technical knowledge and estimated costs for such systems.

4. Future Aims

Striving for improved collaboration among the existing members of Pacific WASH Coalition and involving new members in the coalition.

Netherlands Development Organisation (SNV) Asia WASH Network

1.   Brief history

SNV, the Netherlands Development Organisation, delivers capacity development advisory services in over 30 countries throughout Africa, Asia, Latin America and the Balkans. In South East Asia, SNV provides capacity development services to government, non-government and private sector organisations in Vietnam, Lao PDR and Cambodia as well as to a number of regional organisations and networks.

2.   How does the network operate?

SNV Asia WASH Network is looking to help local organisations to make intelligent use of existing knowledge in WASH sector. Moreover, it is facilitating sector wide collaboration of WASH sector stakeholders. An important feature of SNV Asia WASH network is the evolution of sub-group within the SNV Asia WASH Network. The sub groups work on different specialized themes of WASH sector requiring specialized knowledge and expertise. These smaller group report back to SNV Asia WASH network.

The network receives funds for knowledge management activities from SNV. Members mostly use email and internet as communication tools; however, recently the WASH network used D Group for discussion on 4 key topics in WASH sector www.dgroups.org . The SNV WASH network considered this as a successful experience because the group achieved 96% involvement of members and on the basis of discussion, the SNV Asia WASH network has developed a common paper for each topic using the virtual platform.

3.   Current role of the network in WASH sector

The knowledge networks in SNV work as a community of advisors working in WASH sector. The SNV Asia WASH network is mostly an internal network which comprises internal staff as network members and over the time has expanded and now has of 32 members among which, 5 members are from other organisations. Presently SNV WASH Asia is working on knowledge enhancement of municipal service delivery organisations, liaison with other WASH networks at regional, national & international level and providing support in formulation of regional and national water and sanitation policies.

4.   Future Aims

SNV WASH Asia Networks is looking to expand its network in future and it aims to achieve more cross country collaboration between individual (peer to peer), joint publications and involving a greater number of people from other organisations.

Streams of Knowledge Philippines

1. Brief history

The Streams of knowledge was founded in 2003 initially as a project of International Centre for Water and Sanitation (IRC) Netherlands. It is a coalition of resource centres engage in policy advocacy and capacity development in the area of water, sanitation and hygiene. As such, Streams is a leading network of WASH resource centres strategically positioned at global, regional and national levels with a strong community relations.. Streams aims to achieve its objectives of capacity development and effective advocacy through knowledge sharing and alliance building.

2. How does the network operate

Streams comprise 15 members' organisations in its network of resource centres. While Streams work at global level, it is focus equally on rural, peri urban and urban areas. The beneficiaries of Streams include communities, government agencies, non government organisations and community based organisations.

The Streams is recognised as credible sector institution in the country with strong global linkages and having trained human resource available. Streams is often engaged in WASH need assessments surveys, focus group discussions for assessing the demand for the knowledge, information or capacity building among the focused groups. Among its priority activities, Streams is working on developing pro poor public-private partnerships in WASH sector, conduct of thematic research, knowledge enhancement of municipal and local service delivery organisations, liaison with other WASH networks at regional, national and international level, providing sanitation coordination services in emergency situations and providing support in formulation of water and sanitation policies.

3. Current role of network in WASH sector

Streams is now actively assisting the Philippines National Government in developing the country's Sanitation Road map. Streams consider this as a tremendous opportunity to influence policy direction relating to sanitation. In addition, it is working very closely with the small water service providers and is providing direct technical assistance and advise to the National Water and Sanitation Association of the Philippines (NAWASA), an organisation which Streams has helped organized.

In the context of working as a global network, STREAMS believes that working at country level is a key to more effectively and strategically influence knowledge sharing and capacity development and STREAMS is more interested to work for the poor and disadvantaged sector of the society such as poor communities in Philippines through information sharing, sector coordination, capacity building and advocacy.

4. Future Aims

Streams in the Philippines is looking to achieve stronger country based and regional based organisational networking in WASH sector in Philippines and in Asia. STREAMS aims to work for effective advocacy and stronger capacity building initiatives through partnership building and strategic consultations among WASH sector stakeholders in Philippines and in Southeast Asia.

Philippines WASH Coalition

1. Brief history

Philippines Centre for Water and Sanitation (PCWS) used to be known as International Training Network (ITN) when it started in 1990 as a project of the Netherlands based Institute of Infrastructure, Hydraulics and Engineering (IHE) ITN was funded by the Dutch government until 1998. That same year it registered with the Philippines Securities and Exchange Commission as the nongovernmental organisation Philippines Centre for Water and Sanitation. PCWS currently leads the WASH Philippines Coalition which is a loose coalition of organisations, local government, communities and individuals working with national and local policy makers as well as the poorest communities to improve the WASH situation. In the Philippines, PCWS and WASH Philippines Coalition are active partners of the Water Supply and Sanitation Collaborative Council's (www.WSSCC.org), global WASH campaign, Both WSSCC and PCWS provide catalytic funding support to the WASH Philippines Coalition.

2. How does the network operate?

The WASH Philippines Coalition has 20 organisations, 15 individuals and 3 other as members. The focused geographic area of coalition includes all over Philippines especially the poorest provinces and in areas where there are conflicts, challenges and emergencies. The coalition is relying mostly on its own resources and strengths, and has some support from WSSCC. Its members have diverse expertise, knowledge and experience and the members are mostly focusing on understanding of the local situation, knowledge of the various ethnic groups in the Philippines and their distinct cultures, sharing information and research. The establishment of WASH coalition chapters in the province allows a localised approach to building stronger partnerships for hygiene promotion, environmental sanitation and community based approaches.

3. Current role of network in WASH sector

The WASH Philippines Coalition works with national policy makers as well as with the poorest communities in poverty stricken rural and urban areas, small island communities, remote and war torn villages that remain neglected in terms of sanitation and water supply provisions. At the national policy level WASH Philippines Coalition provides technical inputs and advice based form experiences in field project implementation. The majority of the WASH Philippines Coalition members are NGOs or individuals affiliated with NGOs. Coalition members are mostly WASH experts with credibility in influencing local governments and implementation of WASH projects and programs. The various roles of coalition include: 1. Providing technical assistance on design, construction, operation and maintenance of WASH technologies to communities, NGOs and local governments. 2. Building capacity through hands-on training 3. Forming local artisans group for WASH technology 4. Making communities aware of low-cost options 5. Advocating to local governments, NGOs and donors to increase WASH investments 6. Implementing demonstration projects as advocacy tools. The coalition considers some of their achievements to be 1. People realise that water supply and sanitation need not be expensive nor complicated and could be built, used, maintained and improved upon by households and communities. 2. Inspired the passing of enabling WASH policies at the local government level. 3. Encouraged local initiatives 4.

Empowered communities and households to believe in their capacities and not to depend on politicians and patrons. 5. Prevented corruption. 6. Help in achieving local WASH MDG targets.

4.   Future Aims

WASH Philippines envisions itself as organisation recognised as a leader and catalyst in improving access to water supply, sanitation and hygiene in the Philippines and a credible partner among international WASH Coalitions.

World Toilet Organisation

1. Brief history

World Toilet Organisation (WTO) was created in 2001 as a result of the personal efforts of the founding members as a global network and service platform wherein all toilet and sanitation organisations can learn from one another and leverage on media and global support that in turn can influence governments to promote sound sanitation and public health policies. The objectives of WTO are effective advocacy, developing effective marketing strategies for providing sanitation products to the poor communities and development of WASH sector at global level.

2. How does the network operate?

WTO is a global non-profit organisation committed to improving toilet sanitation conditions worldwide. WTO is also one of the few organisation to focus on toilet instead of water, receives more attention and resources under the common subject of sanitation. WTO offers a networking platform and knowledge management hub to all its member organisations. WTO also creates financing tools through partnership with financial experts. WTO has 215 individuals and organisations as members. The members of WTO resource their participation by providing helps in organising the series of World Toilet Summits and World Toilet Expo and forums. Even the non member WASH sector professionals and organisations extend their support to WTO activities including summits and forums.

3. Current role of network in WASH sector

During the past years WTO membership grew from the initial 15 now to 215 chapters and WTO facilitate these chapters around the world with knowledge sharing, branding, media coverage and matching resources. WTO partners with others to do the implementation on the ground. Through the massive media engagement globally, politicians and the global community found legitimacy to speak about toilets and WTO can attribute itself to the success in breaking the global taboo and bringing the issues to mainstream and centre stage attention.

WTO has recently developed a toilet timeline which works as a open source platform for inventors to promote their products in the urban and rural sanitation market. The WTO website contains a useful resource of technical publications on sanitation and sanitation technologies. The WTO has developed a glossary section on its website comprising definitions of sanitation jargons and terminologies. The terms are made simplified for lay man use. Seeing that charity model cannot solve the scale 2.5 billion without proper sanitation. WTO has been developing sanitation market based solutions so that local entrepreneurs can manufacture, sell and install toilets with treatment at very affordable cost to the poor. WTO is next developing the SaniShop franchise model to make it easy for locals to be trained on how to start a sanitation small business. This will be ready in second half 2009.

4. Future Aims

WTO envision clean public toilets and adequate rural sanitation for all. The WTO is planning to develop a toilet tool which will serve as guidelines on how the community members can setup their own toilet association.

Water Supply and Sanitation Working Group Vietnam

1. Brief history

The INGO community in Vietnam felt that for both urban and rural populations clean water supply and sanitation facilities are necessary for adequate and healthy living conditions. The NGO community needed to share information and experience therefore some of the INGOs working in the WATSAN sector in Vietnam in 2003 took the initiative to form a group for sharing information and exchanging ideas and experiences, "The Water Supply and Sanitation Working Group". The WATSAN working group has no financial support. It is an informal group for the purpose of information sharing. However the group also enjoy close and productive link with the Ministry of Health and the Ministry of Agriculture and Rural Development and outside government with UNICEF, other UN agencies, local NGOs and the World Bank. This is informal working group with members across Vietnam supported by NGO resource centre in Hanoi. The thee objectives of WATSAN Working Group Vietnam are to facilitate information and communication exchange within INGO sector, provide a forum to the WASH sector stakeholders for discussing practical program issues and sharing information on water and sanitation policy and improve understanding of issues related to the policy.

2. How does the network operate?

The Water and Sanitation Working Group has 30 organisations and 220 individuals as members. Members resource themselves and the NGO Resource Centre provide its webpage for posting documents/reports/presentation on its website.

The Water and Sanitation Working Group Vietnam is mostly focusing on communicating, disseminating and sharing knowledge with WASH sector agencies. In addition The WATSAN working group is focusing on enabling sector coordination, capacity building, training or mentoring and advocacy initiatives like seminars, workshops, public campaigning and press release etc. Most of the member organisation of the working group are NGOs,, staff of government agencies, mass organisations, local organisations, donors and other interested professionals. Mainly communication among members takes place through email system and also through regular meetings every 2 months.

3. Current role of network in WASH sector

WATSAN Working group regularly organise WASH sector coordination meetings after two months. Agenda of the meeting included discussion on serious emergent WASH sector issues including water quality testing and monitoring, different sanitation themes and approaches, capacity strengthening for improved sanitation, pricing and affordability of sanitation technologies, drinking water related issues in Philippines, environmental assessment, hand pump technology etc.

4. Future Aims

Striving for providing clean water to the people, partnership building for effective and efficient water and sanitation sector, capacity building and sanitation promotion in poor rural communities of Vietnam.

Annex B: **Questionnaire**

Knowledge Management in Water, Sanitation and Hygiene

1. WELCOME AND PARTICIPANT INFORMATION

Welcome to the Water Sanitation and Hygiene (WASH) knowledge networks and capacity building survey! Thank you for taking the time to provide information about your WASH knowledge network. Your assistance will help to enhance our efforts for establishing a sustainable culture of knowledge sharing and knowledge networking in the WASH sector in South East Asia and the Pacific region and is much appreciated.

The survey should take about 30 minutes to complete.

Findings of the survey will be shared at two workshops in November 2009 with a broader group of WASH sector stakeholders including relevant staff from the Australian Agency for International Development (AusAID) and the Australian WASH Reference Group - a network of non-governmental organisations, academic institutions and the Australian water industry. The study aims to initiate greater priority, investment and focus on knowledge networking and capacity building by AusAID and the water and sanitation Reference Group.

In recognition and appreciation of your time and support we will send you the research report along with a package of advocacy and reference material on the WASH sector including Synthesis Report of the 2008 Sanitation and Water Conference.

1. The survey requests some information about yourself and your network. To ensure we can respect your wishes with respect to privacy, please indicate your preference for how information relating to your network or organisation is reported by selecting one between the following options:

◯ I agree for the name of my network/organisation, my views about knowledge sharing and knowledge management and the activities of my network/organisation to be identified and shared with the WASH community through the research.

◯ I am happy for my network/organisation to be identified as a contributor, but prefer that my specific views and information about the activities of my network/organisation remain confidential.

Thank you!

If you have any queries or would like more information about the research, please contact Iftikhar Hussain, Visiting Research Fellow and AusAID Leadership Award recipient at the Institute for Sustainable Futures, University of Technology Sydney at Iftikhar.Hussain@uts.edu.au.

2. Participant Information

2. What year was your network or organisation founded?

[   ]

3. How was network/organisation founded and how was it set up? For instance who, if anyone, provided support? (e.g. donor agency or respective government department) or was there a particular champion that initiated action?

[   ]

4. What is the name of the WASH network/organisation you work with?

[   ]

5. What is your position or role?

[   ]

6. Where is your network or organisation based?

[   ]

7. As a network/organisation what are your three most important objectives?

1. [   ]
2. [   ]
3. [   ]

8. Are you responding to this survey with reference to your role in a network or your role within an organisation? Please select the option that is most appropriate.

- Network

- Organisation

Knowledge Management in Water, Sanitation and Hygiene

9. Can you briefly describe the nature of your network? For example, what kinds of organisations are involved, how does communication take place?

10. How many members does your network have?

Number of Organisations

Number of Individuals

Any other

11. Does your network operate from a central secretariat?

jn 1. Yes

jn 2. No

12. Does your network have a formal Governance Structure

jn 1. Yes

jn 2. No

13. Does your network have a system for formalized membership

jn 1. Yes

jn 2. No

14. How do your members resource their participation in the network

15. What is the level between active and passive participation in the network?

___% Active members

___% Passive members

16. Are government agencies part of the network?

jn 1. Yes

jn 2. No

If yes, what role do they play in network activities?

4. Questions for Organisations

17. How many employees does your organisation have?

Number of Men

Number of Women

Total

18. Does your organisation have a governance structure that outlines roles and responsibilities of staff members?

- Yes
- No

19. Is your organisation a member of any water, sanitation and hygiene coalition or network?

- Yes
- No

20. Do your organisation work with the government?

- Yes
- No

21. If yes, what role do the government play in organization activities?

5. Your Work

22. What is the geographic focus of your work? Please select the option that best describes your work

- ⊝ The city where we are based.

- ⊝ The district / province / state where we are based.

- ⊝ Neighbouring countries

- ⊝ Across the Asia region

- ⊝ Across the Pacific region

- ⊝ Across the Asia and Pacific

- ⊝ Global

Other (please specify)

[text box]

23. Does your network or organisation primarily focus on; (please choose all that apply)

- ⊝ Urban areas

- ⊝ Peri Urban areas

- ⊝ Rural areas

24. Who are the target beneficiaries? Please choose all that apply

- ⊝ Communities

- ⊝ Government Agencies

- ⊝ Non Government Organisations

- ⊝ Community Based Organisations

Other (please specify)

[text box]

6. Your role in WASH Sector

25. What key roles does your network/organisation play in the WASH sector? Please indicate an estimate of the percentage (%) of your time or effort spent on each activity.

Communicating, disseminating and sharing 'knowledge' with WASH sector agencies.

Enabling sector coordination (particularly coordination between different groups

Capacity building, training and/or mentoring

Advocacy initiatives like seminars, workshops, public campaigning, press releases etc

26. Which of the following describe activities you engage in? please choose all that apply

∈ Public Private Partnership in Water, Sanitation and Hygiene Sector Thematic research on different water and sanitation sector themes in association with academic institutions Partnership building with private sector organizations

∈ Knowledge enhancement of municipal or local government service delivery organizations and providing assistance in finding solutions to the pertaining issues

∈ Communicating your events and activities through print and electronic media

∈ Liaison with other WASH networks at regional, national and international level

∈ Providing organizational networking/collaboration/secretarial services in emergencies

∈ Need assessment surveys of municipal service delivery organizations

∈ Providing support in formulation of region/national water and sanitation policies

Other (please specify)

27. How would you describe your role with regards to WASH Sector Knowledge Management in your country?

- The only WASH network or capacity development organisation
- Lead organisation providing sector coordination and/or capacity development services:
- One of many WASH networks or capacity development organisations

Other (please specify)

7. Success Story

28. Please provide a short description of a specific activity or event that has been a success for you and your network/organisation. The example might relate to any aspect of your work in the WASH sector. In the description, please identify the particular role you and your network/organisation played. Please explain why you consider this experience to be an important success for your network/organisation.

29. What were the strengths or enabling factors that made the success story above possible? Please provide a brief response with reference to:
a) aspects of the context within which your network/organisation works.

30. What were the strengths or enabling factors that made the success story above possible? Please provide a brief response with reference to:
b) Individual actions or strengths, whether your personal strengths or the strengths of others playing a leadership role in your network or organisation.

8. Lessons & aspects of effective cooperation

31. What are some key lessons you have learnt in the running of your network/organisation? What challenges have been faced and what has worked well in addressing these challenges?

32. Does your network/organisation take specific measures to develop an understanding of the demand for knowledge, information or capacity building from your respective target group?

- 1. Yes
- 2. No

33. If yes, how

34. Does your network/organisation evaluate its success in terms of use of your products or services?

- 1. Yes
- 2. No

35. If yes, how?

9. What Works Well

36. Choose those areas that are relevant for your network/organisation from the following list:

- ∈ Information sharing

- ∈ Sector coordination

- ∈ Building individual capacity

- ∈ Building institutional capacity

- ∈ Advocacy

and please respond to questions below that are relevant to your network and provide any relevant example of your practice.

37. In your experience, what are the most effective ways of enabling sector coordination (particularly coordination between different groups)?

38. In your experience, what are the most effective approaches for building the capacity of individuals?

39. In your experience, what are the most effective ways of building institutional capacity?

40. What are the most effective advocacy techniques your network/organisation has used?

10. Your Vision For The Future

41. What is your vision for your network/organisation? Please provide a brief response, indicating your vision in terms of the role and activities of your network in the future.

42. What are some of the strategies you will employ to help realise your vision for your network/organisation. How would you build on the strengths you mentioned earlier in the survey?

43. How will you ensure financial and organisational sustainability of your network/organisation in the coming years?

11. Contact details

44. Almost finished! Please enter contact details so we can send you the research report and other relevant WASH material.

Name:

Address 1:

Address 2:

City/Town:

State/Province:

ZIP/Postal Code:

Country:

Email Address:

12. Thank you

Thank you for taking the time to complete the survey. Your efforts are much appreciated! Your cooperation will help us in enhancing our efforts for increasing a culture of knowledge management in the WASH sector of South East Asia and the Pacific region.

Findings of the survey will be shared at two workshops in November 2009 with a broader group of WASH sector stakeholders including relevant staff of the Australian Agency for International Development (AusAID) and the Australian WASH Reference Group.

If you have any queries or would like more information about the research, please contact Iftikhar Hussain, Visiting Research Fellow and AusAID Leadership Award recipient at the Institute for Sustainable Futures, University of Technology Sydney at Iftikhar.Hussain@uts.edu.au.

Annex C: **Database of WASH sector knowledge networks and organisations in South East Asia and the Pacific**

Organisation name	Location (country based in)	Outreach (countries working in)	Works with (eg government agencies, NGOs etc)	Target beneficiaries	Focus - mainly infrastructure hardware? Or mainly software aspects eg education, advocacy etc?	Main activities	Sources of funding	Contact address, phone numbers, emails and website address
MEMBER ORGANIZATIONS OF THE PACIFIC WASH COALLITION								
Foundation of the people of the South Pacific International (FSPI)	Fiji	Working in partnership across the South Pacific	Network of South Pacific Island NGOs & overseas affiliate working in partnership across the South Pacific	Work with Pacific communities through people centerd programs	Software & hardware including resource management, addressing youth problems etc	Organizationa networking, addressing youth issues like providing education & solutions to unemployment, capacity building for coping with natural disasters in emergencies, innovative approaches for rural development	ADB, AusAid, World Bank, DFID - UK, European Union	Office 2, Level 2, Victoria Corner Building, Victoria Parade, GPO Box 1806, Suva Fiji - Email: margaret.leniston@fspi.org.fj website: http://www.fspi.org.fj, Phone: +679 3312 250, Fax: +679 3312 298
The Fiji School of Medicine (FSMED)	Suva , Fiji	South Pacific	Providing health education and research facilities to students	Medical students	Software , Medical educaiton and research	Awarding Bachelors and Masters degrees in medicine granted by University of South Pacific	Government of Fiji	Website: http://www.fspi.org.fj ,
Live & Learn Environmental Educzation (LLEE)	With international office in Melbourne, Victoria, Australia & regional offices in Cambodia, PNG and Pacific Islands	Melanesia region of Pacific Island including Vanatu, Fiji, Papua New Guniee, Soloman islands and Cambodia, Vietnam & Maldives	intergovermental, non govermental and govermental organizations	Pacific islands	Software like environmental education, governance, environmental sustainability, climate change etc	Water, sanitation and Hygiene, sustainable use of biodiversity, environmental goverance , environmental resources and natural resource conflict managment , sustainable energy options, community based waste reduction and management	Many including AusAID, ADB	International office - Ross House, 4th floor, 247 -251, Flinders lane, Melbourne, Victoria, Australia , Ph: 613 96 50 1291 - Fax: 613 96 50 1391
The World Health Organizaiton (WHO)	Geneva Switzerland	All developing counties	Gonverments (Health Ministries, departments	Communites of under developed countries	Health facilities - Hardware & software	Health facilities provision to the developing countries	United Nations Organization	Avenue Appie 20, 1211 Geneva 27, Switzerland , www.who.int , Phone: +41 - 22 791 21 11
United Nations Children Fund (UNICEF), Public office - Fiji	UNICEF, 3rd & 5th floor, Fiji Development Bank Building, 360, Victoria Parade, Suva, Fiji	Fiji	Governments, Communities, NGOs	Communits of Pacific Island countries	Hardware and Software	Child Protection, Education , Health and Sanitation, HIV and Aids, Policy advocacy , Planning & Evaluation	UNICEF multi country program (2008 - 2012)funded by Austraial Aid, JICA etc	Unicef, Third and Fifth floor, Fiji Development Bank Limited, 360, Victoria Parade, Suva Fiji - Ph: 679 - 330 - 0439, 330 -1091, 330 - 1881, 330 -1918 , Email - suva@unicef.org , Website: www.unicef.org
United Nations Children Fund (UNICEF), Field office - Kiribati	P.O.Box 466, Bairiki , Tarawar, Republic of KIRIBATI	KIRIBATI	Government , Communities, NGOS	KIRIBATI citizens	Both hardware and software	Child Protection, Education , Health and Sanitation, HIV and Aids, Policy advocacy , Planning and Evaluation	As above	Telephone: (686) 28539 , Fax : (686) 30939 - http://www.unicef.org
United Nations Children Fund (UNICEF) Field office - Vanuatu	Office 6A, Equity Investment Group House , Rue De Paris,	Vanuatu	Government, Communities, NGOs	Vanuatu citizens	Both hardware and software	Child Protection, Education , Health and Sanitation, HIV and Aids, Policy advocacy , Planning and Evaluation	As above	http://www.unicef.org
United Nations Children Fund (UNICEF) Field office - Soloman Islands	City Center - Building Mendan Avenue,, Honiara	Soloman Islands	Government, Communities, NGOs	Soloman Islands residents	Both hardware and software	Child Protection, Education , Health & Sanitation, HIV & Aids, Policy advocacy , Planning & Evaluation	As above	United Nationd Children Fund , City Center Building, Mendana Avenue, Honiara Phone: (677) 28001/2 -Mailing address - PO Box 1786 - Honiara Soloman Islands , Website - http://www.unicef.org
International Federation of Red Cross (IFRC)	IFRC, Geneva Switzerland	Whole Pacific Islands region	Governments and Communities	Citizens of Pacific region	Hardware - Emergency Health Facilities	Medical Services and First Aid Provisions during emergencies and disasters	Countries which are party to the Geneva Convention,, European Commission & Public and Private sources	Contact Email: - manish.pant@ifrc.org , www.ifrc.org
Pacific Island Geo Science Commission (SOPAC)	Fiji	Whole Pacific Islands region	Governments of Pacific Islands region Countries	Pacific Islands countries citizens	Software aspects	Community participation, gender waste water and sanitation, awareness, water resource assesment & monitoring, water quality monitoring, water demand management, water safety planning etc	Governments of Pacific region countries	Emails - marc@sopac.org , iva@sopac.org , tasleem@sopac.org , website: www.sopac.org
The University of the South Pacific	Campuses in 14 Pacific Islands countries	Students of 14 Pacific Islands countries	Gonverment and Communities	Communits of Pacific Island countries	Sotware - Education	Degree awarding institution providing education services at Certificate, diploma, degree & post graduate level	Jointly owned and funded by the members of 12 Pacific countries	The University of the South Pacific , Laucala Campus, Suva, Fiji , Tel: + 679 323 1000 Website: http://www.usp.ac.fj/

Organisation name	Location (country based in)	Outreach (countries working in)	Works with (eg government agencies, NGOs etc)	Target beneficiaries	Focus - mainly infrastructure hardware? Or mainly software aspects eg education, advocacy etc?	Main activities	Sources of funding	Contact address, phone numbers, emails and website address
Secretariat of the Pacific Regional Environment Program	Apia, Samoa	Pcific Island countries	Governments	Communts of Pacific Island countries	Software	Policy making , education imparting	Pacific Island countries	Secretariat of the Pacific Regional Environment Program (SPREP) PO Box 240, Apia, Samoa Web: http://www.sprep.org/ , Email - sprep@sprep.org, Tel: 685 21929 , Fax: 685 20231
Pacific island forum Secretariat	Suva , Fiji	Forum of 16 independent and self governing Pacific states	Asian Development Bank, International Governments	Residents of 16 Pacific states	Software	It acts as the Secretariat for Forum-related events, implements decisions by the Leaders, facilitates the delivery of development assistance to member states, and undertakes the political and legal mandates of Forum.	Asian Development Bank	http://www.forumsec.org/
IINTERNATIONAL WATER & SANITATION KNOWLEDGE NETWORKING BASED ORGANIZATION								
Water Engineering Development Center (WEDC) - UK	Department of Civil and Building Engineering, Loughborough University UK	International education and research institute providing water and sanitation capacity buidlign services all over the world	NGOs, Governments, Students	Developing knowledge and capacity in water and sanitation for low and middle income countries	Software - Education	. Policy and strategy development for government and aid agencies . Undertaking and supporting water sector evaluation . Knowledge and information management including dissemination, communicaiton and publicaiton using a range of media . Technical support services, technical backstopping and information support	Self funded institute	http://wedc.lboro.ac.uk/
International Center for Water and Sanitation (IRC) Netherlands	Hague, The Netherlands	Developing countries around the world	Knowledge Networks / resource centers working in Water, Sanitation & Hygiene sector	Water and Sanitation sector professionals of developing countries	Software - Capacity building, knowledge enhancement	Information services through web portal, publications, digital library, advisory & training, library	Government of Netherlands	P.O. Box 82327 , 2508 EH The Hague , The Netherlands , Bezuidenhoutseweg 2 , 2594 AV The Hague , The Netherlands , Tel: +31 70 3044000 Fax: +31 70 3044044
United Nations University - International Network on Water, Environment and Health (UNU - INWEH)	Canada	Globally in various continents and regions	government , Academia, Communities, NGOs,	Rural communities of developing countries	Software - capacity buidling	Addresses challenges in the provision of safe drinking water and sanitaiton in rural areas of developing countries. The focus is on Toxic Pollution Management, global assesment of capacity building needs & identifcaiton of innovative approaches to service provisons in rural settings - particularly in conjunction with newrenewable energy provisons		United Nations University, International Network on Water, Environment and Health (UNUINWEH), 50 main st, East Hamilton Ont, Canada, LBN, 1 E 9, Phone: +1 (905) 667-5511, Email: contact@inweh.unu.edu, Web: www.inweh.unu.edu Fax: + 1 (905) 667-5510
International Water Association	United Kingdom (UK)	Globally in various continents	Governments and NGOs	Water adn Sanitation sector professionals, developing countries	software,	Arranging conferences, providing publication and information services, Web based knowledge networks, forums, task forces, regional associations	Self funded institute	Alliance House, 12 Caxton Street, London, SW 1 H OCS United Kingdom
MEMBER ORGANIZATIONS OF THE ASIA PACIFIC WATER FORUM								
Asia Pacific Water Forum - Japan Water Forum	Japan as a secretariat	Countries located in Asia Pacific region	Governments	Asia Pacific Communities	Hardware and software	APWF is a forum / network identifying and adopting solutions to water issues in the Asia Pacific region	Asian Development Bank as a key supporter	6th FI,1-8-1 Kojima Chiyoda-ku, Tokyo, JAPAN 102-0083 , TEL:+81(0)3-5212-1645 , E-MAIL: office@apwf.org , http://www.apwf.org/
Asia Pacific Water Forum - Knowledge Hubs Secretariat	A network of regional water knowledge hubs of Asia Pacific region with secretariat based in ADB Manila Philippines	Asia Pacifi c	Governments, NGOs and Academia	Asia Pacific Communities	Software - Policy making, trainings	Integrated Water Resource Management, Water quality mangement in river basins and water governance	Asian Development Bank (ADB)	Email: sec@apwf-knowledgehubs.net, Website: http://www.apwf-knowledgehubs.net/

Organisation name	Location (country based in)	Outreach (countries working in)	Works with (eg government agencies, NGOs etc)	Target beneficiaries	Focus - mainly infrastructure hardware? Or mainly software aspects eg education, advocacy etc?	Main activities	Sources of funding	Contact address, phone numbers, emails and website address
PUB, Singapore National Water Agency	Singapore	Singapore	Government organizaitons working with communities	Singapore citizens	Hardware	Managing country's water supply, water catchment & used water	Government of Singapore	PUB Main Office, 40 Scotts Road # 22-01, Environment Building, Singapore 228231, Phone: (65) 62358888
International Water Center (IWC)	Australia	A joint venture of premier Australian Universities including The University of Queensland, Griffith University, Monash University and the University of Western Australia	Communities (Students), Governments	Students, Professionals associated with Water, Sanitation and Hygiene sector	Software (Education, Trainings)	Education, Applied research, consultancy services in Catchment management, ecosystem health, environmental quality, waste wate management, water, sanitation and hygiene	Self funded, governments, NGOs	International WaterCentre, Level 16, 333, Ann Street Brisbane, QLD 4000, Box 10907, Adelaide, Brisbane, QLD 4000, Tel: 617 3123 7766 , Email: info@watercemtre.org
Network of Asian River Basin organizaiton	Secretariat in ADB Manila Philippines	All over Asia	Organizations working on IWRM including river basin organizaitons, federal and provincial governmental organizations, regional and inter regional knowledge partners and bilateral and multilateral development agencies	Asian communities	Integrated water resource management in moonsson areas of all over Asia	Improving water govrenance through training and exchange of information and experience on IWRM	Asian Development Bank Philippines	Mr. Wouter Lincklaen Arriens, Lead Water Resources Specialist Tel: +632-632-4444 Fax: +632-636-2444 e-mail: wlincklaenarriens@adb.org http://www.adb.org/
National Hydraulic Research Institute of Malaysia (NAHRIM)	Malaysia	Brunei Darussalam, Cambodia, Indonesia, Lao People's Democratic Republic, Myanmar, Philippines, Singapore, Thailand, and Viet Nam.	Government agencies and municipalities	Local and National agencies and governments	Software	. Managing water resources, water quality conditions and/or land use and land cover in Brunei, Combodia	Government of Malaysia	Website: www.nahrim.gov.my/wkh/
International Center fpr Water Hazards and Risk Management (ICHARM)	Public Works Research Institute of TSUKUBA Japan	Developing countries ofthe world	Central and local governments of developing countries	Governments departments related to Water sector	Software	Information sharing on flood risk management, collaborative research promotion in the region, educating trainees on flood riks management, water	United Nations Education, Scientific and Cultural Organization (UNESCO)	Email:s_tanaka@pwri.go.jp Website:http://www.icharm.pwri.go.jp
CRBOM	Indonesia	Indonesia	Local, regional and national level government agencies, river basin organizations, water service providers, water service providers and others	River basin organizations and management	Software	Assisting clients in establishing river basin organizations, identifying best practices in river basin organizations, conducting applied research on rivers environment, hydrology and providing consulting services to river basin organizations		Website: www.crbom.go.id
Korean Institue of Water and Environment (K - Water)	Republic of Korea	Asia Pacific region	Government owned corporation	K Water staff, Government officials and Water Sanitation sector professionals from developing countries	Software	Providing national and international trainings, providing water resource facilites, multiregional water supply systems, conducting overseas projects in developing countries in the areas of waste water rehabilitation, new water supply systems etc .	Government of Korea, Asian Development Bank	www.kwater.or.kr

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CHIRB	Hosted by Yellow River Conservatory Commission and based in Ministry of Water Resources, Peoples Republic of China	China	Local and regional governments, water sector agencies and communities	Professionals related to Water and Sanitation sector	Software	Providing technical advisory services and mechansim for exchange of scientific and technical information related to hydroinformatics, providing training on hydroinformatics, furnishing geological survey, GIS based database, identifying, generating and exchanging best practices, coordinating, executing and reviewing regional projects	Yellow river conservancey commission, Government of China	Prof. Shang Hongqi , Director General, Department of International Cooperation, Science and Technology, Yellow River Conservation Commission, No 11, Jinshui Road, Zhengzhou, Henan Province, Peoples Republic of China , Tel: +86 371 6602 5954 , Website: www.yellowriver.gov.cn
LKYSPP/SPP National University of Singapore	Singapore	Asia Pacific region	Governments	Water and Sanitation sector professionals of developing countries	Software	Governance of water service delivery, governance of water ersource management, comparative analysis of the water governance performance of urban water utilities	National University of Singapore, Government of Singapore	Dr. Eduardo Araral , Assistant Professor, Lee Kuan Yew School of Public Policy , National University of Singapore, 469C Bukit Timah Road, Oei Tiong Ham Building, Singapore 259772 , Telephone: +65 6516 4220 , Email: sppaej@nus.edu.sg Website: www.lkyspp.nus.edu.sg
Ineternational Water Managment Institute (IWMI)	Sri Lanka	Africa, South Asia and South East Asia	Works through collaborative research with many partners in the North and South	IWMI provides services to policy makers, development agencies, individual farmers & private sector organizations	Software	Capacity building through research, publications & knowledge sharing	supported by the network of 60 governments, private foundations and international organizations	Headquarters : 127, Sunil Mawatha, Pelawatte, Battaramulla, Sri Lanka. Telephone +94-11 2880000	Fax: +94-11 2786854	Email: iwmi@cgiar.org - Webstie: http://www.iwmi.cgiar.org
Central Asia IWRM Resource Center - Scientific Information Center	Karasu, Uzbekistan	Central Asian Russian states	Government and NGOs	Local, regional & national authorities, higher education institutes, public & private sector corporations, specialized water sector institues etc	Software	Knowledge exchange, historical data & prediction of water consumption, estimates of future water consumption, coordination & regular roundtables	Central Asian states governments	Olga Poltareva , Specialist Regional Information Division , Scinentific Information Center of the Interstate Commission for Water Coordination, Telephone: +998 71 265 9295, 266 4196 , Email: info@icwc-aral.uz, dukh@icwc-aral.uz Website: www.sic.icwc-aral.uz, www.cawater-info.net Fax +998 71 265 2797
International Research & Training Center on Erosion and Sedimentation (IRTCES)	Beijing Republic of China	Working internationally on sedimentation and soil erosion around the world	Government and NGOs	Local, regional & national government entities, professional associations, water agencies and research and educational institutions	Software	Promoting scientific research on erosion & sedimentation, provides technical advisory services , organize regional and national training courses, a secretariat to International Sediment Initiative (ISI)	UNESCO, Government of Peoples Republic of China	Dr. Hu Chunhong , Secretary General, Vice Director , nternational Research and Training Center on Erosion and Sedimntation (IRTCES) 20 Chegongzhuang West Road, P.O. Box 366, Beijing 100044 , Peoples Republic of China , Telephone: +86 10 6841 3372 , Fax: +86 10 6841 1174 , Email: huch@iwhr.com , Website: http://www.irtces.org
The International Center of Integrated Mountains Development (ICIMOD)	Kathmandu , Nepal	Himalyan and Hindu Kush region of Asia	Government and NGOs	Policy makers, water experts, infrastructure planners and practitioners	Software	Monitor and assess ice , snow (glaciers) and water resoruces, assess water induced disasters, exchange, promote & support dialogue among partners	Eight regional member countries	http://www.icimod.org
The Mekong River Commission	Members offices in Lao PDR, Combodia, ThaiLand, Vietnam	Combodia, Lao PDR, Vietnam and Thailand	Governments	Governments of the three members countries	Software	Promoting & supporting sustainable & pro poor development, enhance effective regional cooperation , strengthening basin wide environmental monitoring & impact	Governments of the member countries	Dr. M. B. Karki, Deputy Director General - Programs , D. Boom, Programme Manager, Integrated Knowledge Management , The International Centre of Integrated Mountain Development (ICIMOD), G.P.O. Box 3226, Khumaltar, Kathmandu, Nepal , Email:dboom@icimod.org Website:www.icimod.org
The Energy & Resources Institute	New Delhi India	primarily in INDIA	Government and Civil Society	Business & Industry, multilateral & bilateral organizations, research & academia & civil society	Software - Research based organization	Research on energy, environment, water and newly emerging development patterns	Self funded institute	Darbari Seth Block, IHC Complex, Lodhi Road, New Delhi 110 003, INDIA, Tel. (+91 11) 2468 2100 and 2468 2111 , Fax (+91 11) 2468 2144 and 2468 2145 , E-mail mailbox@teri.res.in

Organisation name	Location (country based in)	Outreach (countries working in)	Works with (eg government agencies, NGOs etc)	Target beneficiaries	Focus - mainly infrastructure hardware? Or mainly software aspects eg education, advocacy etc?	Main activities	Sources of funding	Contact address, phone numbers, emails and website address
Institute for Global Environmental Strategies -	Japan	Asia Pacific region	Governments and Civil Society organizations	Asia Pacific region communities	Software - Research based organization	Climate policy, market mechanism, forest conservation, fresh water, waste & resources , business and environment, capacity development and education, cross cutting research on other issues	Government of Japan	http://www.iges.or.jp
Japan Environmental Sanitation Center (JESC)	JAPAN	Japan	Government and Civil Society	Japanese citizens	Software	Research & investigation on environmental protection & conservation, detailed functional assesment of municipal solid waste treatment facilities & construction management guidance, dissemination of knowledge and skills and information supply	Government of Japan	http://www.jesc.or.jp/en/
Japan Sewerage Works Association (JSWA)	JAPAN	Japanese citizens	Government	Japanese citizends	Software & Hardware	Developing sewerage services soundly with conducting research	Government of Japan	Japan Sewage Works Association , Nihon Bldg. 1/F,P.O.Box74,2-6-2 Otemachi,Chiyoda-ku, Tokyo 100-004 Japan , TEL +81-3-3516-2854 FAX +81-3-5200-0839 http://www.jswa.jp/en
Sewerage Business Management Center (SBMC)	JAPAN	JAPAN	Government and NGOs	Japanese communities	Hardware and Software	Improviang the living environment, preservation of water quality in public water bodies, research and investigation regarding sewage facility construction	Government of Japan	http://www.sbmc.or.jp/english/
Water and Sanitation based organizations in South East Asia								
BURMA (MYANMAR) - Educational Institutes offering courses in Water, Sanitation and Hygiene (WASH)								
Civil Engineering Department, University of Yangoon	Barma, Myanmar	Barma	Communities (Students), Government	Myanmaar communities / students	Software - Education	Offering MS level courses in envrionmental engineering	Government of Myanmar	No contact or website available
BURMA (MYANMAR) - Donor Agencies and NGOs WORKING IN WASH SECTOR IN BURMA								
UNICEF Myanmar	Burma Myanmar	Burma Myanmar	Government and NGOs	Proor communities of Burma	Hardware and Software	Provision of child centered relief services in the areas of Water Sanitation and Hygiene, Education, protection of children disease and child protection	United Nations Organization	6th & 7th Floor, Yangon International Hotel, 330, Ahlone Road, Dagon TSP Tel: 951-212086, 212087, 951-212090,212091 , Fax: Fax: 951-292739, 544531
Water Research and Training Centre (WRTC) Myanmar	Myanmar	Myanmar	NGOs, Government, Environment sector stakeholders	Myanmar people	Trainings - Software	Flood management, capacity building of WASH sector NGOs staff, Water quality testing, replace plastic bags campaign, youth forum, protection of water sheds and environment, global networking of water related research knowledge capacity building process	Working partners, donors, government	Room No 16, Building No 6, Myakanthar Housing, Kamayut Township, Yangoon, Myanmar, Tel: +95-9-5111880, EmailL wrtcmyan@gmail.com , aiweb.lead@gmail.com , Web: http://www.wrtcmyanmar.org/
World Vision	Burma Myanmar	Burma Myanmar	Government and NGOs.	Poor communities of Barma	Hardware and Software	Climate change, emergencies, food and nutrition, water, sanitation and hygiene	Peoples donation, international funding agencies, foreign governments,	16, Shin Saw Pu Road, Ahlone Township Yangoon, Myanmar, Office phone: +95 1 525191, Fax phone: +95 1 527502
CAMBODIA - Donor Agencies and NGOs working in WASH SECTOR IN COMBODIA								
Water and Sanitation Program (WSP) Combodia Country office	Cambodia	Poor communiites of Cambodia	Local and National government	Combodian communities	Hardware and Software	Replication of successful approaches, continue targeted learning efforts, capacity building by forming partnership with academia, civil society organizations, donors, governments, media , private sector etc	World Bank, funding by foreign governments, donations	Cambodia Country office , 111E1, Norodom Boulevard / Mail: 113 Norodom Boulevard, Phnom Penh, Cambodia , Phone: (+855-23) 217 304 ext.103 / Fax: (+855-23) 210 373 , Email: wspeap@worldbank.org / Web site: www.wsp.org

Organisation name	Location (country based in)	Outreach (countries working in)	Works with (eg government agencies, NGOs etc)	Target beneficiaries	Focus - mainly infrastructure hardware? Or mainly software aspects eg education, advocacy etc?	Main activities	Sources of funding	Contact address, phone numbers, emails and website address
UNICEF - Cambodia office	Cambodia	Cambodia	Local and National Government	Citizens of Combodia	Hardware and Software	HIV Aids, Water Supply and Sanitaiton, Education, Child Protection	United Nations funds, foreign governments, donations	UNICEF - PO Box 176, Phnom Penh, Cambodia , UNICEF, Office of the Regional Director for East Asia and Pacific , PO Box 2-154, Bangkok, 10200, Thailand, UNICEF , No 11, 75th street, Srachark Quartier, Phnom Penh, Cambodia
Cambodian Red Cross (CRC)	Cambodia	Currently working in Kep city and Koh Kong on water and sanitation projects	Public Communities, NGOs and Govenment	Cambodian communities	Hardware - Medical facilities in emergencies	Disaster response, water and sanitation, Dengue fever, HIV Aids, First Aid	Donations, foreign governments	www.redcross.org.kh
Community Sanitation and Recycling Organization (CSARO)	Cambodia	Urban poor communities in Combodia	NGOs	Poor combodian communities	Hardware and Software	program, waste picker developmen g program, Solid waste management program, community resource center & institutional development program	International funding agencies	No 39, Street No 358, Sangkat Toul Suvay pray 1, Khan Chamcarmaon, Phnom Pneh, Combodia , - Web: http://www.bigpond.com.kh/users/csaro/
Lien Aid Singapore	Singapore	Combodia, China, Indonesia, Myanmar, Thailand	Governments and NGOs	Poor and deprived South East Asian communities	Hardware and Software	Water and Sanitation facilities provision, trainings, capacity building, advocacy etc	International funding organizations, charities, governments etc	Lien Aid, N1, #B2c-20, Nanyang Technological University , 50 Nanyang Avenue , Telephone: (65) 6793 0913 , Web: http://www.lienaid.org/home Fax: (65) 6790 0161 Email: shimei@lienaid.org
SNV - Netherlands Development Organizaiton	Head office based in Netherlnads	Asia, Balkans, East and Southern Africa, Latin America, West and Central Africa	Governments and NGOs	Poor communities of undeveloped regions	Hardware and software	Working in education, health, water and sanitaiton,renewable energy, agriculture, forestry and tourism	Govtt of Netherlands, multilateral and bilateral partners	SNV HEAD OFFICE, Dr Kuyperstraat 5 2514 BA The Hague Netherlands, Telephone: +31 70 3440244 Fax: +31 70 3855531 Web: http://www.snvworld.org/en/Pages/default.aspx
NGOs Forum Combodia	Cambodia	Forum of NGOs working in Cambodia	Faciliate contacts between Government and NGOs	Local Combodia based NGOs	Software - Coordination	Coordination among NGOs, governments, aid agencies & development banks on a variety of development policy issues & facilitate NGOs participation in multi sectoral development policy dialogue	International development sector funding organizations	http://www.ngoforum.org.kh/eng/core/
CAMBODIA - Government organizations in Cambodia providing WASH services								
Ministry of Rural Development	Combodia	Combodia	NGOS, foreign governments	Combodian communities	Hardware and Software	To be responsible for integrating all rural development at family, village & community level, alleviating poverty through rural infrastructure improvement such as rural roads, rural water supply , primary health care, promoting human resource development for rural communities	Government of Cambodia	Corner Street # 169 and Russian Boulevard, Phnom Penh, Kingdom of Cambodia, Web: http://www.mrd.gov.kh/
INDONESIA - Techncial and Educational Institutes offering Courses in Water, Sanitation and Health (WASH)								
The Indonesioan Society of Sanitary & Environmental Engineers (IATPI)	Indonesia	Indonesia	NGOs , Industries	Local NGOs and Industry	Software - Trainings, Capacity Building	Developing and disseminating technical support informaiton to the NGOs & industries working in WASH sector		Indonesia - Indonesian Society of Sanitary and Environmental Engineers , Ir Zafar D Idham, J1. RS. Fatmawati No. 53 Jakarta 12430 Indonesia Tel: (62-21) 7590-5702 Fax: (62-21) 7581-6337 E-mail: iatpi@group.com
International Training Network (ITN / Cipta Karya)	Indonesia	Indonesia	Government, NGOs, Projects,	Water and Sanitation sector professionals	Software - Trainings, Capacity Building	Network of local, national and international training institutions, ITN Center provides training, informaiton disseminaiton services and promotion of local applied WES sector research	Self funding institute	Jalan Raden Patah, I/1 3rd floor, 12110 Jakarta, Indonesia, Ph: + 62 21 739 50 63 , Fax: +62 21 720 57 93 ,
INDONESIA - GOVERNMENT DEPARTMENT WORKING IN WASH SECTOR								

Organisation name	Location (country based in)	Outreach (countries working in)	Works with (eg government agencies, NGOs etc)	Target beneficiaries	Focus - mainly infrastructure hardware? Or mainly software aspects eg education, advocacy etc?	Main activities	Sources of funding	Contact address, phone numbers, emails and website address
State Ministry of Environment	Indonesia	Indonesia	NGOs, other government bodies	Indonesian communities	Hardware & software	Environmental concept and policy development, institutional improvement and expansion of capacities, ensuring public participation in decision making process	Government of Indonesia	http://www.menlh.go.id/index.php
INDONESIA - Donor Agencies providing support n WASH sector								
UNICEF Indonesia	Indonesia	Indonesia	Government and NGOs	Children of Indonesian communities	Hardware and Software	Health and Education, Basic Education for all, Child Protection, Fighting HIV/Aids, Water and Environmental Sanitation	United Nations, Charities, Foreign Governments	E-mail: jakarta@unicef.org , Web: http://www.unicef.org/indonesia/index.html
The World Bak - Jakarta office	Indonesia	Indonesia	Intergovernmental organizaiton	Indonesiaon communities	Hardware and Software (Advocacy, capacity building)	infrastructure development, support for poor and disadvantaged area, providing health and education facilities	World Bank own funding, foreign governments	The World Bank office Jakarta, Indonesia Stock Exchange Building, Tower II/12-13th Fl, Jl. Jend. Sudirman Kav. 52-53, Web: www.worldbank.org Jakarta 12910 , Tel: (6221) 5299-3000 Fax: (6221) 5299-3111
United States Agency for International Development (US - AID) Indonesia	Indonesia	Indonesia	NGOs and Government	Poor Indonesian communities	Hardware and software	Behaviour change communicaitons, trainings, ensuring access to clean water in earthquake affected areas, restoring water and sanitation systems to earthquake affectees	Government of United States	Jl. Medan Merdeka Selatan No. 3-5	Jakarta, Indonesia 10110 , Tel +62 (21) 3435-9000, Web: http://indonesia.usaid.gov/en/Index.aspx jakarta-info@usaid.gov
INDONESIA - RELEVANT GOVERNMENT DEPARTMENTS WORKING IN WASH SECTOR								
Ministry of Public Works , Directorate General of Human Settlements, Directorate of Environmental Sanitation Development,	Indonesia	Indonesia	Government department	Indonesian communities	Hardware	Providing Infrastructure facilities to Indonesian public	Government of Indonesia	JI - Pattimura 20, Building B - IC , 7th floor , Kebayoran Baru 1210 , Jakarta, Selatan , Indonesia , Ph: +62 (021) 7279 175 + 62(021) 7279 178 Email: dkirmanto@pu.go.id Web: http://www.pu.go.id/
BAPPENAS - Directorate of Water Resources and Irrigation, State Ministry of National Development and	Indonesia	Indonesia	Government department	Indonesian communities	Hardware	Its a database of Indonesain Water Resources Donors provides information on international assistance water resource development in Indonesia	Government of Indonesia	Ji - Taman Suropati 2, 10310 Jakarta, Indonesia , Tel: + 62 21 336 207 / 390 56 50, Email: admin@bappenas.go.id Web: http://air.bappenas.go.id/main/index.php
LAO PDR - Technical and Educational Institutes offering courses in Water, Sanitation and Hygiene (WASH)								
National University of LAOS - Engineering faculty	Laos PDR	Laos PDR	Public Sector University	Civil Engineering students	Software - Education , Capacity Building	About 100 engineers are graduated from this faculty with specailizaiton in water resource management , the course focuses on irrigation design and construction	Government of LAOS PDR	Website http://www.nuol.edu.la , Address Information Desk Dongdok Campus, National University of Laos P.O.Box:7322, Dongdok, Vientiane, Lao PDR. Tel +856-21-770068 / +856-21-770070 Fax +856-21-770381 E-mail nuol@nuol.edu.la
LAO PDR -Donor Agencies in LAO PDR								
UNICEF - LAOS PDR	Laos PDR	Laos PDR	Government and NGOs	Poor coomunites of LAO PDR	Hardware and software	Water Suuply and Sanitation, School Sanitation and Hygiene Education, HIV Aids, Education	United Nations, Charities, Foreign Governments	PO BOX 1080, Vientiane, LAO PDR , Telephone No - Country code - 856 ,City code - 315.200 315.201 315.202 315.203 315.204 , Facsimile - +856 21 314 852, Email: vientiane@unicef.org
Water and Sanitation Program (WSP) World Bank LAO PDR Country Program	Laos PDR	Laos PDR	Government and NGOs	Poor communities of LAO PDR	Hardware and Software	Hygiene Promotion, Behaviour change , Safe Sanitation Promotion, Access to clean drinking water, developed an informative webstie on hygiene promotion www.health.gov.la	World Bank own funding, foreign governments	WSP LAO PDR Country office , World Bank office, Vientiane, P.O. Box 345 Pathou Xay Vientiane (856 21) 450014 ext.100
PHILIPPINES - WASH Sector Networks - Resource Centers								
Streams of Knowledge (SOK)	Philippines	Philippines and globally through Internet	Government and NGOs	Water and Sanitation Sector professionals	Software	Information Exchange, capacity building, partnership building, resource mobilization and use of WASH in integrated water resource management	Self funded organizaiton	Headquarters - Streams of Knowledge, P1, Minnesota mansion, 267, Ermin Garcia Street, Cubao, Quezon city, Philippines - 1102, Phone: Tel:+63 2 421-9470 Email: info@streams.net Web: http://www.streams.net/ Fax: +63 2 421-9471

Organisation name	Location (country based in)	Outreach (countries working in)	Works with (eg government agencies, NGOs etc)	Target beneficiaries	Focus - mainly infrastructure hardware? Or mainly software aspects eg education, advocacy etc?	Main activities	Sources of funding	Contact address, phone numbers, emails and website address
Philippine Center for Water & Sanitation (PCWS - THE WASH Coallition)	Philippines	Philippines based communities	Govrnment and NGOs	WASH sector related Public and Private Institutions	Software	Public Information, research, community organizing, advocacy and training for the awareness, appreciation, protection and conservation of Philippines water resources	Self funding institute	P3, Minnesota mansion, 267, Ermin Garcia St, Cuban Quezon city, Philippines Telephone: + 63 2 911 57 83
South East Asia Water Utilities Network (SEAWUN)	Regional organization of water supply & Sanitation utilities & national water associations. Based in ADB Philippines	South East Asian countries	Governments	WASH sector professionals in South Asia	Software - Policy Planning and Coo	Knowledge management and capacity building , organizing training programs on different water and sanitation sector themes	Asian Development Bank (ADB)	Paul van Klaveren, water supply and sanitation specialist , E-mail: pvanklaveren@adb.org , Vu Kim Quyen
GTZ Knowledge Management Program for the Water Supply and Sanitation sector in Philippines	Philippines	Philippines	Government and NGOs	Water and Sanitation sector partner agencies	Software Knowledge Management	Developing databases for WASH sector stakeholder organizations in Philippines and storing knolwedge for futute use. Developed a WASH Knowledge Management portal. Provides trainings on system management Facilitating organizations in updating their online data and information	GTZ	Manila office - 5th Fl. DILG-WSSPMO, Francisco Gold Condominium II EDSA corner Mapagmahal Street , Quezon City, Metro Manila, Philippines , Tel No. +63 2 927 18 75; +63 2 925 73 42 , Fax: .+63 2 927 18 84 Email: gtzwater@info.com.ph. Vu Kim Quyen , Executive Director, SEAWUN Email: - vkquyen@hn.vnn.vn
University of San Carlos - Water Resource Center	Philippines	Philippines	Water Sanitation sector professionals from Government and NGOs	Philippines based communities	Software	Research & advocacy on water and sanitaiton including drainage, water supply, hydrology and water resources, data management, water institutions capacity building and strengthening	Self funded institution	

PHILIPPINES - Educational and Technical Institutions working in WASH Sector

Organisation name	Location (country based in)	Outreach (countries working in)	Works with (eg government agencies, NGOs etc)	Target beneficiaries	Focus	Main activities	Sources of funding	Contact address, phone numbers, emails and website address
Xavier Univeristy Engineering Resource Center Philippines	Philippines	Philippines	Government, NGOs, Academia, Students	Students	Software	Research on Water and Sanitation sector themes	Government of Philippines	Xavier University, Main campus - Ateneo de Cagayan Corrales Avenue, 9000 Cagayan de Oro City, Philippines, Telephone: (+638822) 72311, (+6388) 8583116
Asian Alliance of Appropriate Technology Practitioners (APPROTECH ASIA)	Philippines	South East Asian countries	NGOs and Government , international networks	poor rural communites of the region	Software	Conducting & organizing seminars, workshops, conferences and regional exchange programs to affect the transfer the technology among its members	Self funding institute	APPROTECH ASIA G/F PSDC Building Real corner Magallanes Streets, Intramuros, Manila 1002 Philipines, Tel. No. +63 2 5276514 Fax No. +63 2 5273744 Email address: approtech@pldtdsl.net or info@approtech.org

PHILIPPINES - External Support Agencies working in WASH sector in Philippines

Organisation name	Location (country based in)	Outreach (countries working in)	Works with (eg government agencies, NGOs etc)	Target beneficiaries	Focus	Main activities	Sources of funding	Contact address, phone numbers, emails and website address
Asian Development Bank Headquarters	With head office in Philippines and regional offices in all over Asia and Pacific	Asia and the Pacific	Governments and development sector partners	Poor Asian Communities	Hardware and Software	Conducting broad range of development activities, Major themes are water & poverty, water in cities, water in small island countries, regional cooperation for shared water resource management, poverty, floods, gender etc	Funding Institution	ADB Headquarters, 6 - ADB Avenue, Mandaluyong City, PO Box 789, 0980 Manila , Philippines, Phone: +63 2 632 44 44, Fax: +63 2 636 24 44, Email: information@adb.org Web: www.adb.org
Wordl Health Organization - Regional office for the Pacific (WPRO)	Regional office in Philippines	Asia Pacific region	Governments and Development Sector Partners	Poor communites of Western Pacific region	Healt Facilities provions	Combating communicable diseases, building healthy communities and populaitons, health sector development, climate change and health, Millennium Development Goals	United Nations	PO BOX 2932, 1000 Manila, Philippines, Telephone: (+63 2) 528 8001 Fax: (+63 2) 521 1036 or 526 0279

VIETNAM - WASH Sector Networks

Organisation name	Location (country based in)	Outreach (countries working in)	Works with (eg government agencies, NGOs etc)	Target beneficiaries	Focus - mainly infrastructure hardware? Or mainly software aspects eg education, advocacy etc?	Main activities	Sources of funding	Contact address, phone numbers, emails and website address
Rural Water Supply and Sanitation partnership (RWSSP)	Vietnam	rural communities of Vietnam	Government , donors and NGOs	Poor Vietnamese communities	software - planning related to water sanitaiton sector	creating collaborative mechanism for improved effectiveness of resource use in RWSS through coordinaiton & harmonization to Gov policies & other programs	Watrer and Sanitaiton Program for South Asia - WSP - SA World bank	http://www.rwssp.org.vn/EN
VUFO -NGO Resource Center ,	Hanoi, Vietna m	Vietnam	Government and NGOs	Water and Sanitation sector professionals	Software	A group of WASH sector professionals meets six times each year to discuss WASH sector progress and initiatives	Self Funded Institute	http://www.ngocentre.org.vn/?q=node/138
VIETNAM - DONOR AGENCIES WORKING IN WASH SECTOR								
UNICEF VIETNAM	Vietnam	Vietnam	Government and NGOs	Children and poor communities	hardware and sorftware	Water Supply and Sanitation facilities, Education, disaster preparedness and response	United Nations	Mr Jesper Morch (Danish), Representative, UNICEF, Vietnam, Email jmorch@unicef.org Hanoi office, 81 A, Tran Quoc Toan, Hoan Kiem District, Hanoi - Vietanam, Tel: (84 4) 942 5706 - 11, Website: http://www.unicef.org/vietnam/
Danish Dev Forum - DANIDA, Dannish Assistance to Environment in Vietnam	Ministry of foreign affairs Denmark	Africa, Asia, Latin America & Europe	Governments and NGOs	Poor Vietnamese communities	Hardware and Software + financial support	Capacity development & support for Environmental Planning & Management	Government of Denmark	Environment: Merete Villum Pedersen mailto:merped@um.dk
United Nations Viet Nam	Vietnam	Vietnam	Together with other development agencies, govt and NGOs	Poor Vietnamese communities	Hardware and Software	Jointly working on water supply and sanitation, HIV Aids, youth Affairs, climate change, education	United Nations funds from foreign govts, charities	www.un.org.vn
International NGOs in Vietnam working in WASH sector								
Action Aid (AAV)	Vietnam	Vietnam	Communities,	Poor Vietnamese communities	Hardware and Software	Providing support in education, water supply sanitation etc	Foreign countries, chairties,	Address in Vietnam: International Residence, Room No 205, 206,521 Kim ma, Ba Dinh, Hanoi, Vietnam, Phone: (84 4) 7717 692, Fax: (84 4) 7717 693, Email: mail@aaviet.netnam.vn, Dr. Ramesh Jung Khadka Country Director
Australian Foundation for the peoples of Asia and Pacific (AFAP)	Sydney Australia	Vietnam	Government, Communities, NGOs	Poor Vietnamese communities	Hardware and Software	Envrionmental Sustainabiliy, gender balance and support for knowledge & dignity of local communiites	Donors, Australian Government , Charity	No 17, Ngo 71, Lang Ha, Ba, Dinh, Ha Noi, Phone (84 4) 8562 421 , Fax (84 4) 5143 538 , Email afap@hn.vnn.vn , Web: www.afap.org , Contact: Dr. Ahmet Bektas Country Director
Chiristians Children Fund of Australia (CCF Australia)	Sydney Australia	Vietnam	Government, NGOs and Communiites	Poor ethnic minority communities in Vietnam's North	Hardware and Software	Education, Agriculture, water and sanitation, pirmary health care, integrated development	Donors, Australian Government , Charity	No. 2, 26/31 Alley, Nguyen, Hong Road, Block A, Nam Thanh, Cong, Ha Noi, Phone: (84 4) 7731 801, Fax: (84 4) 7731 802 , Email: info@ccf.org.vn, Contact: David Panie, Country Director