

# AUSTRALIAN WATER

ASSOCIATION

## Building Climate Resilient Water Utilities and Associations

*Partnerships for a Resilient and Climate Smart  
Water Sector & Partnerships for Improved  
Water Safety and Water Supply Resilience  
Programs*

Summary of Monitoring, Evaluation and  
Learning

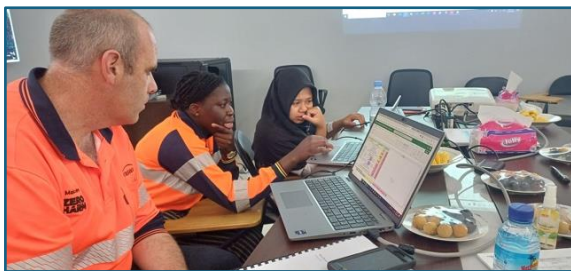




# Building Climate Resilient Water Utilities and Associations: Summary of Monitoring, Evaluation and Learning

## Background

Since 2017, the Australian Water Association (AWA), supported by the Australian Government through the Australian Water Partnership (AWP), has facilitated international water utility and association partnership programs. These programs aim to enhance the capacity of water and sanitation utilities and associations across the Asia-Pacific region and support two-way learning between Australian and international partners. The most recent program, which commenced in 2022, involved eight international utilities (from Tonga, Solomon Islands, Vietnam and Indonesia), four associations (from Australia, Vietnam, Indonesia, and The Pacific), and eight Australian water utilities.



TasWater onsite with Giri Menang in Lombok, Indonesia.

This summary provides an overview of the successes and learnings from the program, as well as insights to inform future partnerships as part of AWA’s commitment to our longer-term goals of improving the health and wellbeing of people in the Asia-Pacific through the delivery of inclusive, economically sustainable and climate resilient water and wastewater services.

## SNAPSHOT

*“We are all international organisations, striving for a common goal: building long lasting relationships and a better water future for our region. Because climate change and water have no boundaries.”*

*- Lusia Sefo-Leau, CEO of Pacific Water and Wastewater Association (PWWA)*

- The partnership program involved eight international utilities (from Tonga, Solomon Islands, Vietnam, and Indonesia), four associations (from Australia, Vietnam, Indonesia, and The Pacific), and eight Australian water utilities.
- Over 600 participants took part in study tours and workshops across five countries
- 28 study tours were delivered
- The partnerships led to significant outcomes across multiple areas: climate change action, learning and knowledge exchange, technology, new processes, GEDSI, policy, practice, leadership, confidence, career development, and customer/community engagement.
- The partnership program has significantly enhanced the confidence and career development of both Australian and international participants. This includes improvements in technical skills, public speaking, and the advancement to more senior roles by showcasing leadership abilities. Cross-organisational collaboration and learning was also facilitated by the program, building more robust and connected utilities in Australia and internationally.
- Partners who were part of the partnership program reported tangible changes and upskilling particularly in relation to:
  1. Implementation of new processes
  2. Implementation of new technologies
  3. New learning and knowledge across a range of technical and operational topics
  4. Climate change actions
  5. GEDSI knowledge and planning
- Monitoring, evaluation and learning for the program was informed by 162 short surveys before and after study tours; 36 micronarrative survey check ins, 25 most significant change interviews; three case studies, and nine semi-structured interviews at the start of the program.

## Context

Water utilities and communities across the Asia-Pacific region are on the frontline of increasing climate impacts including flooding, droughts, saltwater intrusion, and tropical cyclones. Building resilience to better anticipate and mitigate these climate risks is indispensable for safeguarding the delivery of essential services like clean drinking water.

Water associations also play a critical role in building resilience by fostering learning and knowledge exchange, advocating for policy change, building bridges between local and international organisations, and supporting utilities to manage the impacts of climate change through collaboration and capacity building.

In 2022, the Partnerships for a Resilient and Climate Smart Water Sector Program was co-developed by AWA with participating utilities and associations to foster international collaboration and share expertise between Australia and the Asia-Pacific region.



*Solomon Water staff with Goulburn Valley Water team at the Kongulai water source in Honiara.*

*“This is a great opportunity that we can leapfrog any development in [our water utility] because we can learn from [our Australian partner’s] successes and apply it on our scale.” - Partner from Pacific water utility*

## Program Partners

- Vietnam Water Supply and Sewerage Association (VWSA) and AWA
- Pacific Water and Wastewater Association (PWWA) and AWA
- Indonesian Water Association (PERPAMSI) and AWA
- PT. Air Minum Giri Menang and TasWater
- PDAM Tirta Musi and Yarra Valley Water
- Hoa Binh Clean Water Company and Cassowary Coast Regional Council
- Can Tho Water Supply and Sewerage Company and Urban Utilities
- Tonga Water Board and Unitywater
- Solomon Water and Goulburn Valley Water
- Phu Tho Water Supply Company and Coliban Water
- An Giang PCERWASS and Riverina Water



*Yarra Valley Water onsite with Tirta Musi, in Palembang, Indonesia.*

“Quality of water has a direct impact on the health, well-being and productivity of the community,”  
“It’s terrific to see first-hand the benefits of Australia and Vietnam working together on automation for monitoring water quality and other system improvements at the Phu Tho WSC.” - *Andrew Goledzinowski, Australian Ambassador to Vietnam.*

### AWA’s Role

AWA’s International Program enables Australian water experts to share their knowledge and experience with the demand for this from individuals, associations and communities in the water sector across the Asia-Pacific region.

Professional development and organisational goals are also achieved through participation in the program.

From managing the program and organising events like the Ozwater conference and exhibition, study tours and exchanges, to providing technical expertise, cultural insights and clear communication, AWA ensures outcomes are achieved and partnerships are supported.

Through collective impact, the program is helping ensure more people in the Asia-Pacific region have access to safe water and sanitation.

### Theory of Change

The program was designed and underpinned by a Theory of Change, which identified four intermediate outcomes to be achieved within the first year of the program (Appendix 1). These were:

1. Increased capacity of associations through association-to-association partnerships
2. Increased capacity of utilities through utility-to-utility partnerships
3. Increased engagement and knowledge sharing between utilities and associations
4. Documentation and sharing of effective practices with associations, utilities and AWP partners

Activities that contributed to gender, equality, disability and social inclusion (GEDSI) and disaster, risk, resilience, and climate change outcomes underpinned the program.

The following provides a summary of the key achievements and intermediate outcomes across each of these areas, as defined by the Program Theory of Change.



*Yarra Valley Water visiting a wastewater treatment plant in Palembang with their partner Tirta Musi, PERPAMSI, and AWA International Program Manager Kirsty Jones.*

## Outcome Area 1: Increased capacity of associations through association-to-association partnerships

*"It is an opportunity to learn and develop knowledge and practices." - Agus Sunara, PERPAMSI Executive Director.*

Association to association partnerships were developed under the Program, between AWA and three associations based in the Asia-Pacific: Pacific Water and Wastewater Association (PWWA), Vietnam Water Supply and Sewerage Association (VWSA), and Indonesian Water Association (PERPAMSI).

The program built upon existing relationships, fostering collaboration through action plans tailored to each association's specific needs and leveraging AWA's expertise to enhance member value, support advocacy, and improve communication strategies:

- PWWA's action plan emphasised capacity building in communications and knowledge exchange with AWA related to events management and member services.
- VWSA's action plan aimed for effective member communication and database management, promoting GEDSI activities, and sharing climate resilience practices between members.
- PERPAMSI's action plan aimed to increase member value through utility-to-utility mentoring and sharing strategies related to policy influence.

**Throughout the program, AWA supported various activities to build strong partnerships and achieve specific outcomes.**

AWA participated in the PWWA conference in Palau in 2023 and Vietnam Water Week 2023 to present on extreme weather responses and support knowledge exchange.



*AWA, VWSA, and PERPAMSI at Vietnam Water Week 2023.*

In September 2023, AWA organised a communications workshop for PWWA, which led to a strategy development session in December focused on major event planning.

In January 2024, AWA shared event management strategies with PWWA, aiding their planning for their 2024 conference.

Webinars hosted by AWA in October 2023 and March 2024 for all three associations addressed common themes such as business resilience and member insights and provided useful content for their respective associations, from a member value and experience perspective.

The Community of Practice (CoP) workshop in October 2023 saw over 20 participants from four associations share insights into their organisational structures, policy focus and member services.

AWA assisted VWSA with member database management and communications, leading to a technology requirement brief to help VWSA identify suitable IT solutions in January 2024.

*"The ongoing partnership initiatives are proving highly beneficial to Vietnam's water sector." Ms. Hang, VWSA Vice-chairwoman.*



VWSA Vice-Chairwoman Ms. Hang presenting on a site visit with Cassowary Coast Regional Council to Hoa Binh.

VWSA also actively participated in GEDSI training in Vietnam, followed by an online session in April to discuss the implementation of lessons learned. VWSA has stated that they would like to scale up the program and see great benefit of the GEDSI training and follow up session for the Vietnamese water sector.

PWWA, VWSA and PERPAMSI participated in the Ozwater conferences in 2023 and 2024, discussing international partnerships for climate resilience.

*A highlight was "Relationship building with [our water utility partner] reps and the [local Association] through the week... I believe any partnership such as this one is relationship based and it is about people working together." - Australian Water Utility Partner*

## **Outcome Area 2: Increased capacity of utilities through utility-to-utility partnerships**

*"There's so much knowledge to tap into by extending our networks." – Antoine Chassagne, Water Treatment Engineer, TasWater*

The Program featured eight utility-to-utility partnerships from Indonesia, Vietnam, Tonga, and the Solomon Islands. These partnerships started with the co-creation of action plans, and involved 28 study tours with 91 participants from the Pacific, 262 from Southeast Asia, and 289 from Australia (total of 642 people taking part in study tours).

The program enabled participating utilities to drive organisational changes in technical domains and across their organisational systems. These changes were guided by learning goals set at the program's outset, and participants gained valuable insights through various activities and interactions, as evidenced through surveys and interviews.

Workshops were held on a range of topics including risk management, incident management, non-revenue water, IT systems, gender-based violence policies, customer support, and water treatment plant management.



Dan Wooley with the Solomon Water Operations Team outside Honiara.

*"I can't believe I have been so lucky to be involved in such an amazing program. It's been an eye opening, mind blowing, yet humbling experience. It has been a life-changing experience in so many ways. I would like to thank AWA and Solomon Water for the opportunity to work alongside the team here, to build bonds with an international water utility, and work together to build a better, more sustainable future for everyone."*

*- Dan Wooley, Business Customer Service & Treatment Operator, Goulburn Valley Water.*

The partners maintained regular communication, often through Zoom and WhatsApp, fostering strong collegial relationships. Representatives from all partner organisations participated in the Ozwater conferences in 2023 and 2024, contributing through panel presentations, partner meetings, workshops and strategic meetings.

Additionally, Tonga Water Board and Solomon Water co-presented with AWA at the 2023 PWWA Conference in Palau, sharing their partnership experiences and outcomes.

*"I've made new friends and connections within our own company that I wouldn't have had the opportunity to do, and being able to share my knowledge and use my qualifications to benefit another utility is very exciting to see what positive impact it may have on their future day-to-day operations."* - Greg Bailey of Unitywater



Greg Bailey of Unitywater working with the Operations Team at Tonga Water Board.

**Monitoring and evaluation found that the partnerships led to significant impact across multiple areas: climate change action, learning and knowledge exchange, technology, new processes, GEDSI awareness, policy, practice, leadership, confidence, career development, and customer/community engagement.**

*“This twinning program is an excellent platform where information and technical know-how is shared, and problems are addressed. It is an amazing platform, and it should be continued especially for utilities in the Pacific” - Partner from Pacific water utility*

Participants revealed in surveys and interviews that they gained new knowledge and practical methods to improve a range of technical areas including water efficiency, water quality, and leak reduction, new technologies to manage water losses, automate systems, and provide better oversight; and other relevant topics from incident management to smart metering, enhancing worker safety, and gender-based violence policies.



*Liam Owen of Unitywater on-site with Tonga Water Board solar farm lead Viliami Kato.*

*“It’s a two-way street - by sharing knowledge and working together to solve problems, we’re learning from each other,” - David Gavin, Treatment Plant Operations Optimiser, Yarra Valley Water.*

Climate change actions included managing saltwater intrusion, reducing water losses, and improving early warning systems. One partner from Vietnam achieved a reduction in non-revenue water in a pilot district from 43% to 24% through various initiatives such as pipe rehabilitation and pressure management. Other notable changes involved new practices and policies, increased awareness of GEDSI, and enhanced confidence, leadership, career development, and customer and community engagement.

*“I think [our partner water utility from the Pacific] may have a lot of real-life experience [on climate change proofing and readiness] and I am keen to learn from their experience to apply it to our own projects and operations. I work on high complexity projects that include Sewage Treatment Plant (STP) upgrades and we have to future proof design to increase resilience to natural disasters and climate change risks (flooding, rising sea levels, bushfires...) so I am certain the disaster preparedness discussions will be beneficial for me.” - Australian utility partner*



*Taryn Colless from Unitywater facilitating a disaster and risk workshop with the Tonga Water Board staff.*



Overall, the program improved water management practices across the participating utilities (both international and Australian). It equipped participants with tools and resources to reduce water waste and leakage, foster a safety-conscious culture, and build technical expertise. Organisational policy changes, process upgrades, and best practices around water management and business approaches were recurring themes reported by participants.

*“Partnerships like this are really useful as they encourage external engagement and support us to think creatively to solve the increasing climate challenges that we have.” - Elisiva Tapueluelu, Deputy CEO – Administration of Tonga Water Board*

### **Outcome Area 3: Increased engagement and knowledge sharing between utilities and associations.**

The program enhanced relationships between associations and their water utility members through multiple activities and engagements. PERPAMSI participated in study tours with members from Australian partners: Giri Menang in Tasmania (hosted by TasWater) and Tirta Musi in Melbourne (hosted by Yarra Valley Water); as well as outbound tours in Lombok and Palembang.

VWSA attended study tours hosted by Hoa Binh Clean Water Company, Can Tho Water Supply and Sewerage Company, and Phu Tho Water Supply Company, along with an inbound study tour hosted by Urban Utilities in Brisbane.

VWSA and its water utilities also attended GEDSI training in Phu Tho and Can Tho in Vietnam, actively participating in these sessions.

Following Ozwater’23, PWWA joined Tonga Water Board on a study tour to Unitywater in Southeast Queensland, and in early 2023, AWA staff travelled to PWWA offices in Samoa to co-design action plans.

Engagement with the AWA and member utilities led to a deeper understanding of increasing member value, diversifying learning offerings to members, and the importance of effective communications. Associations are enhancing data management for better communication with members, improving member communications by taking on a communications volunteer and increasing utility to utility mentoring, facilitated by the associations.



*Cassowary Coast Regional Council staff listen to their partners at Hoa Binh, alongside AWA, VWSA, and AWP staff.*

Although the outcomes of these improved engagements are long-term (between associations and utilities), fundamental steps have been taken, including better understanding members' needs and improved management of member engagement and communications.

*"I will put all the new things I learned from this program to work on solutions when we are planning and building the future" - Partner from Asian water utility*

Dedicated time during the Lombok study tour in 2023 was spent strengthening relationships between PERPAMSI, Giri Menang and AWA through focused discussions and workshops.

AWA attended the PWWA conference in 2023, facilitating targeted meetings between AWA, PWWA, DFAT, ADB, the World Bank, Becahunter H2O, and Pacific utility partners.



*Tirta Musi hosting Yarra Valley Water with AWA and PERPAMSI.*

PWWA and AWA supported member utilities through various engagements with Tonga Water Board and Solomon Water, developing their knowledge exchange capacities via workshops, meetings, communication products, and presentations. This included a co-presentation at the August 2023 PWWA Conference in Palau.



*Amira Haruwarta from Yarra Valley Water presenting to Tirta Musi.*

*"We're all facing the same challenges, but in a different way... If we can address our challenges commonly... we'll get to point where we can accelerate our climate response." - Amira Haruwarta, Engineer, Yarra Valley Water*

PWWA and AWA supported Solomon Water, Goulburn Valley Water, Tonga Water Board, and Unitywater in presenting program outcomes at Ozwater'24. They also participated in a panel focused on water associations' roles in achieving climate resilience.

AWA and VWSA organised online meetings with Vietnamese and Australian water utilities to provide cultural awareness training and instructions on developing action plans, facilitating inbound and outbound study tours and coordination between utilities and associations.

*"These partnership relationships are action-oriented and support two-way knowledge sharing and capacity building for the future." - Nguyen Tung Nguyen, General Managing Director, Can Tho Water Supply and Sewerage.*

*“The study tour gave me a good chance to understand about operation and maintenance activities in Australia as well as the strict regulations on controlling water quality, water service and protecting water resources. Besides, creating a friendly and comfortable working environment also plays an important role to achieve working efficiency” - Partner from Southeast Asian water utility*



*Ozwater’24 featured utility and association participants sharing learnings from the Program.*

## **Outcome Area 4: Documentation and sharing of effective practices with associations, utilities and AWP partners.**

The partnership program involved a wide range of documentation and sharing of experiences, stories, testimonials and outcomes. As well as a detailed Monitoring, Evaluation and Learning (MEL) Report, monthly program reports and biannual activity reports, over 90 newsletter stories, online content, and social media posts were developed and promoted as part of the program.

A range of recommendations for future partnership programs have been developed to inform future ways of working to ensure success and achievement of outcomes.

Please see Appendix 2 for a list of key stories and articles from the Program.



*Solomon Water COO Scrvan Tongi presenting on their partnership with Goulburn Valley Water at the PWWA Conference in Palau, August 2023.*

## **Partnership Outcomes and Benefits**

The partnership program has significantly enhanced the confidence and career development of both Australian and international participants. This included improvements in technical skills, public speaking, and the advancement to more senior roles by showcasing leadership abilities. Cross-organisational collaboration and learning was also facilitated by the program, building more robust and connected utilities in Australia and internationally.

*“Definitely applying these new learnings to my role as the IT Coordinator [at my water utility]. I look after IT and GIS and therefore applying these new learnings in terms of IT systems, GIS and SCADA will be huge for [our water utility]” - Partner from Pacific water utility*

Partners reported tangible changes and upskilling particularly in relation to:

1. **Implementation of new processes** – such as risk management sessions developed and implemented; non-revenue water (leakage) reductions due to improved pressure management and metering; significant operational improvements, especially in automation systems for water treatment plants and new customer engagement processes.
2. **Implementation of new technologies** – including the design of new SCADA systems<sup>1</sup> to reduce leakage and improve climate resilience; applied advice on improving screens for automation; and treatment and water storage hardware to reduce non-revenue water.
3. **New learning and knowledge** – including learning about smart water meters technology and reading; IT system plans; technical support and assistance with mapping water and sewerage systems; Adapted Certificate 4 training on work health and safety<sup>2</sup> and implementation by partners; communications and marketing strategies, revenue generation, conference planning.



*Tonga Water Board operators trying out the water quality testing kits received through their partnership with Unitywater.*



*The Urban Utilities team onsite at Can Tho Wassco in Vietnam.*

4. **Climate change actions** – including implementing early warning systems to manage climate change disasters and impacts; climate resilient solutions to address saltwater intrusion into surface water sources; and reducing water losses to build resilience and manage drought more effectively.
5. **GEDSI knowledge and actions** - related to new practices and policies, greater awareness of GEDSI and development of action plans, increased confidence, leadership and career development and customer and inclusive community engagement.

<sup>1</sup> Supervisory Control and Data Acquisition (SCADA) systems are used for controlling, monitoring, and analysing industrial devices and processes. The system consists of both software and hardware components and enables remote and on-site gathering of data from the industrial equipment.

<sup>2</sup> Certificate IV in Work Health and Safety - teaches participants the knowledge and skills to work within an organisation as a Work Health and Safety safety advisor, assessor, officer or supervisor.

*“I believe that this is a good model, especially if there is an ongoing relationship rather than a one-off program. This approach to build capacity rather than building physical infrastructure is very beneficial” - Partner from Australian water utility*

## Gender Equality, Disability and Social Inclusion (GEDSI)



*TasWater and Giri Menang discussing approaches to managing Non-Revenue Water.*

*“In recent times, the field of clean water supply has achieved many positive results, but gender equality issues including support for disadvantaged groups in society has not yet met as many expectations as possible. We would like to see this training offered to more water utilities in Viet Nam, and are committed to supporting the scale up of gender equality and inclusion capacity development in the water and sanitation utility sector”. – VWSA Vice President Ha Thanh Hang*

The program demonstrated a clear improvement in understanding the benefits of respectful GEDSI practices, contributing to the overall outcomes. All action plans were developed with evidence-based GEDSI options, informed by an external independent GEDSI specialist from the University of Technology Sydney – Institute for Sustainable Futures (UTS-ISF), and a GEDSI specialist from Vietnam.

Vietnamese partners particularly embraced the inclusion of GEDSI in their programs. In January 2024, a Vietnamese GEDSI expert, in conjunction with UTS-ISF and the AWA, conducted GEDSI training in Vietnam, supported by the VWSA and the National Center for Rural Water Supply and Environmental Sanitation. Training sessions in Can Tho and Phu Tho engaged water utility representatives and senior management, addressing GEDSI issues specific to Vietnam and were supplemented by Australian and international perspectives. Four initial sessions were held in January, followed by additional sessions in April to follow up on utilities' plans for enhancing GEDSI within their operations.

*“I firmly believe that Gender Equality, Disability, and Social Inclusion (GEDSI) programs are not just initiatives; they are the very essence of progress in Vietnam's water sector. By embracing GEDSI, we not only ensure equitable access to water resources but also foster innovation, resilience, and sustainable development for all communities, regardless of gender, background, or circumstance.*

*GEDSI isn't just about doing what's right; it's about empowering every individual to contribute their unique talents and perspectives towards a brighter, more inclusive future for Vietnam's water landscape" - General Director of Phu Tho Water Supply Company Doan Thi Kim Quy speaking to participants of the GEDSI training session in Viet Nam.*

GEDSI pre-study tour trainings were also provided, ensuring participants were aware of GEDSI considerations before departing Australia and had an opportunity to ask questions with international representatives.



*TasWater and Giri Menang in discussion.*

Partners proactively included women and Young Water Professionals (YWPs) in the program, resulting in 201 women and 431 men participating in study tours, and 29 women and 53 men in international activities at Ozwater'23 and Ozwater'24. YWPs, particularly those under 35, were encouraged to present during study tours. A workshop on GEDSI concepts and approaches was provided by the external GEDSI expert to ensure all AWA team members had a common understanding and approach to GEDSI in the program.

Women were prominently included in panels, public presentations at both Ozwater events, study tours, and webinars. The program's GEDSI activities led to several key GEDSI outcomes. Women were promoted as role models, being selected for the program, featured in videos and social media, and given opportunities to speak publicly and represent their organisations. Confidence among women increased, as reported in interviews, with participants expressing new ideas and confidence in implementing them, and managing family and caring responsibilities (to be part of the program) without significant challenges. Career development was also positively impacted, with both international and Australian participants indicating the program supported their career growth and enhanced their leadership capabilities.

Additionally, follow-up sessions with senior management and staff from Vietnamese water utilities showed that each utility had plans to deepen their GEDSI efforts and a better understanding of their baseline gender parity issues. These comprehensive GEDSI activities not only promoted inclusivity, but also facilitated significant personal and professional growth among participants, contributing to the program's overarching and longer-term goals.

The program achieved a good gender balance in terms of the people selected to be part of the program and those taking part in study tours, conferences and other opportunities to be showcased and shown as role models (for example the videos, social media posts, and newsletter stories). Approximately 33% of participants were female, which far exceeds the gender parity within most water utilities internationally.

*“It was so interesting to hear that the [Australian partner water utility] staff really support its customers by assisting them with applications for financial assistance from the state/government to pay off their outstanding bills.” - Pacific Water Utility Partner*

## Recommendations for future partnerships

**Program Design:** Dedicated scoping and co-design processes are essential for successful partnerships. Trusting relationships and cultural understanding built during these design processes significantly enhanced program outcomes. Gaining support from participating utilities management and direct line managers for people to actively participate was important, and the value of the program to each participating utility needs to be effectively communicated to garner buy-in and support for staff to engage in the program.

**Program Delivery:** High-quality facilitation and translation support are essential. Long-term partnerships (at least three years) are recommended, to fully realise benefits and build upon the knowledge and good will developed in the first year.

**GEDSI:** Expanding GEDSI activities based on local needs and feedback is vital to the appropriateness and success of such endeavours. The positive impact on gender balance (of people participating) and inclusivity should be continued and scaled up.

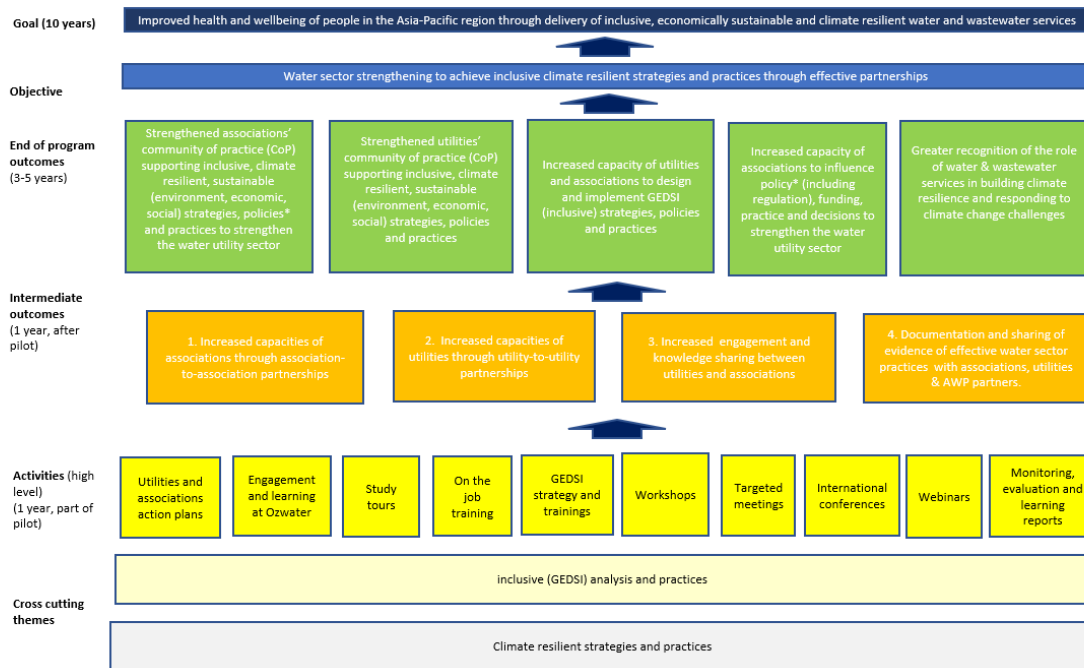
**Climate Change:** Activities to respond to climate change impacts and improve resilience should continue to be prioritised, and sharing and learning in this space is two-way. Sharing best practices across regions can enhance preparedness and resilience of utilities and their communities who depend on water and sanitation systems always functioning even when climate related shocks occur.

**Program Development** Monitoring, evaluation and learning has demonstrated tangible benefits to partners both from Australia and internationally, with significant improvements to technical, operational, and human resources on both sides. Developing additional initiatives such as longer-term embedded learning, in addition to study tours, deeper executive-level relationship building between partners, simplifying and translating Australian guidelines and standards for international partners, and coordinating assistance among donors, could further enhance the program in the future.

## Contact

For more information and to discuss supporting upcoming programs, please contact [nnelson@awa.asn.au](mailto:nnelson@awa.asn.au)

## Appendix 1. Theory of Change for the Partnership Program



\* Note that policies and policy in the context of this Theory of Change means a course or principle of action adopted or proposed by an organisation.



## Appendix 2. Key communications links from the program

### Monitoring, evaluation and learning report

<https://www.uts.edu.au/isf/explore-research/international-development/water-sanitation-and-hygiene-wash/wash-evaluations-and-assessments>

### Playlist including Hero video and Additional Teasers:

[https://youtu.be/V76rLn0KZNI?si=\\_P\\_iaG9SgImPJE6s](https://youtu.be/V76rLn0KZNI?si=_P_iaG9SgImPJE6s)

### Key Online Articles

#### 1. Building Capacity in the Asia-Pacific

<https://www.awa.asn.au/resources/latest-news/building-capacity-in-the-asia-pacific>

#### 2. Partnerships for a resilient and climate smart water sector

<https://www.awa.asn.au/resources/latest-news/partnerships-for-a-resilient-and-climate-smart-water-sector-international>

#### 3. Water association partnerships accelerate shift to climate smart and resilient water sectors in the Asia-Pacific

<https://www.awa.asn.au/resources/latest-news/water-association-partnerships-accelerate-shift-to-climate-smart-and-resilient-water-sectors-in-the-asia-pacific>

#### 4. Empowering Diversity: Inclusion Training in Viet Nam's Water Utilities

<https://www.awa.asn.au/resources/latest-news/empowering-diversity-inclusion-training-in-vietnams-water-utilities>

#### 5. Partnerships that work: Australian and Pacific water utilities find common ground building climate resilience

<https://www.awa.asn.au/resources/latest-news/partnerships-that-work-australian-and-pacific-water-utilities-find-common-ground-building-climate-resilience>

#### 6. Australian regional water sector strengthens ties with Vietnamese partners in 50th year of cooperation

<https://www.awa.asn.au/resources/latest-news/australian-regional-water-sector-strengthens-ties-with-vietnamese-partners-in-50th-year-of-cooperation>

7. TasWater and Giri Menang (Indonesia): building more resilient and climate smart water utilities

<https://www.awa.asn.au/resources/latest-news/awa-taswater-giri-menang>

8. Uniting for Climate-Resilient Water Solutions Across Our Region

<https://www.awa.asn.au/resources/latest-news/uniting-for-climate-resilient-water-solutions-across-our-region>

9. Ambassador to Viet Nam supports knowledge exchange for clean water in Phu Tho Province

<https://www.awa.asn.au/resources/latest-news/ambassador-to-vietnam-supports-knowledge-exchange-for-clean-water-in-phu-tho-province>

10. Partnering for water resilience: Coliban Water and Phu Tho Water Supply Company

<https://www.awa.asn.au/resources/latest-news/partnering-for-water-resilience-coliban-water-and-phu-tho-water-supply-company>