Joint Management Response**:**

**Investment name:** *“Strengthening the quality and sustainability of water, sanitation, and hygiene services including in health care facilities”*

| **Recommendation** | **Response**  **(Noted / Agreed / Not Agreed)** | **Explanation / Action Plan** | **Timeframe** |
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| 1. DFAT support to World Health Organisation (WHO) for Water, Sanitation, Hygiene (WASH) across the Asia Pacific region should continue, especially to support countries where leadership, policies, and processes are under development/in place in program focussed technical areas. In line with recommendation 4, WHO should continue to foster government leadership and support sustainability through directing efforts to support the operationalisation of policy and regulatory commitments. | Agreed | **WHO:** Future proposals will continue to focus on the Asia Pacific region, building on prior systems strengthening work in priority countries and expanding support to additional countries (e.g., the Pacific Islands). As noted under Recommendation 4, future support will address the operationalization of national policies at subnational levels. | Immediately implementable |
| Noted | **DFAT:** WHO is developing a partner-led project design for the next phase of DFAT-WHO collaboration on strengthening the quality and sustainability of water, sanitation, and hygiene services. The new investment will build on this evaluation’s recommendations as well as lessons from past investment. The next design will also have stronger focus in the Pacific region and addressing gender inequalities and climate change impacts. | 2023 |
| 1. Future programs should explore how to integrate the WASH in Health Care Facilities (HCF) and water quality surveillance and management aspects of the program where relevant. This is not intended for all aspects of each of the technical areas, but could focus on the following areas: to more fully address water quality and related operation and maintenance at HCF; share monitoring data and relevant information between ministries that have respective responsibilities for WASH in HCF and water quality monitoring and surveillance where this is not occurring; and to develop higher level outcomes indicators for the program that integrate both areas to streamline reporting processes and capture relevant program points of intersection. | Agreed | **WHO:** Future work will more fully integrate WASH in HCFs and Water Safety Plans (WSP)/surveillance where appropriate. For example, there is scope to more fully address water safety and associated operations and maintenance practices within HCFs by incorporating more elements of WSPs within the WASH Facility Improvement Tool (FIT) process. There is also scope to advocate for HCFs to be established as routine surveillance sites given the vulnerability of these water users, and to advocate for regular and streamlined sharing of monitoring data and other relevant information between respective stakeholders. | Immediately implementable |
| Agreed | **DFAT** recognises the importance of integrating WASH in HCFs and water quality monitoring & surveillance in future programs as both activities are inter-linked and contribute to each other. It also helps in achieving health related outcomes of DFAT investments in health sector. | 2023 |
| 1. Future programs would benefit from adopting Gender and Social Inclusion (GEDSI) and climate resilience frameworks to systematically apply GEDSI and climate resilience consideration across all aspects of the program. | Agreed | **WHO:** Future work will have an explicit end-of-programme outcome target related to the systematic consideration of GEDSI and climate change adaptation and mitigation within WASH sector policy and practice. Experts in these areas will be engaged to support the development of an M&E framework to effectively monitor and measure impacts in these two fundamental areas. | Immediately implementable |
| Agreed | **DFAT** recognises the importance of addressing gender, disability, social inclusion (GEDSI) and climate change impacts in its development programs. DFAT has a mandatory requirement that all future official development assistance (ODA) investments above $3million should have a gender equality objective. These aspects should be covered from the start of investment design in theory of change, and through to implementation and monitoring. | 2023 |
| 1. To the extent that resources allow and in collaboration with partners, build on progress of strengthening the enabling environment across both technical areas at the national level, and refocus technical support to include stronger attention to supporting national stewardship for the operationalisation of policies, which includes: strengthening regulatory capacity; strengthening coordination; incentivising subnational actors to comply and supporting their capacity to do so; supporting planning and budgeting processes at the subnational level; and strengthening monitoring and resulting action where needed. | Agreed | **WHO:** Future systems strengthening work will include further support for operationalizing national policies, standards and associated risk-management approaches and sustaining good practice. While WHO’s support will continue to concentrate on national-level change in line with its mandate, future efforts will support local-level uptake of national policies, including awareness raising and strengthening local government systems and leadership (including regulatory capacity, technical skills, and practice). Continued engagement with partners will be critical to supporting subnational uptake and scale-up of initiatives, including stronger engagement with DFAT country posts moving forward. | Immediately implementable |
| Agreed | **DFAT** recognise the importance of system strengthening and capacity building of sub-national governance structures for sustainable WASH services in developing countries. DFAT will discuss withWHO to focus system strengthening related outcomes in future investments. | 2023 |
| 1. Strengthen evidence and learning processes to capture evidence of what works where in greater detail to inform modifications and strengthening of national and local approaches, particularly regarding the operationalisation of existing policies and strategies at scale. | Agreed | **WHO:** In the future, more time and resources will be programmed for evidence and learning processes in order to systematically capture evidence on what works (or does not work) in different contexts. For example, more dedicated follow-up on WASH FIT implementation and tracking of process, output and outcome indicators is needed to assess strengths and gaps related to WASH FIT implementation, including more detailed evaluations in a small selection of HCFs, with specific GEDSI and climate resilience indicators. Systematic assessment of WSP effectiveness is also needed, particularly in challenging contexts, such as small drinking-water supplies. Engaging national research institutes in these efforts will also support capacity building on generating data and evidence for WASH and health. Findings from these assessments will inform modifications and strengthening of approaches and resources promoted by WHO, including those that support local-level uptake of national policies and strategies. Findings will also be shared with other (non-project) countries in the regions and globally for maximum benefit. | Immediately implementable |
| Agreed | **DFAT** recognises the importance of strengthening evidence and learning processes. DFAT will encourage WHO to collaborate with research partners working in the targeted regions of future program and have an outcome addressing knowledge and learning gaps. DFAT is currently collaborating with different research organisations through different water related investments. These research organisations can be a great resource for WHO. | 2023 |
| 1. Explore opportunities to support other emerging areas of relevance to WASH across the two region and country contexts. | Agreed | **WHO:** Future work will consider and address emerging areas in WASH, including more integrated work with primary health care, child and maternal health and anti-microbial resistance (AMR) and pandemic preparedness. For example, WASH in HCF efforts will address AMR prevention through safer disposal of medicines and safer wastewater management. | Immediately implementable |
| Agreed | **DFAT** will support such collaboration in future investments. DFAT will consult with relevant geographical areas and programs for areas of potential collaboration. | 2023 |