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Asia Water Forum 2022

8–11 August 2022 • Online

Focus Area: 2: Universal water supply and sanitation services

Session Title: 2B: Innovative tools for awareness raising and decision making

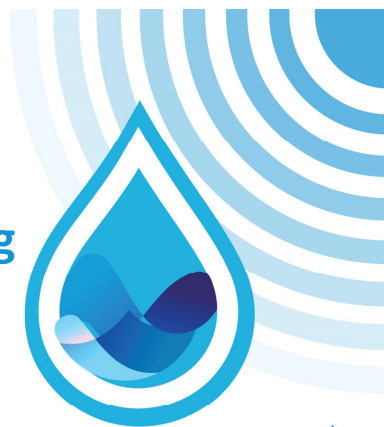
Schedule: 9 August 2022 (Tue), 3:00 p.m. - 4:30 p.m. (GMT+08)

Adaptive partnering during the pandemic - lessons and successes

Katie Trevor

International & Industry Program Manager

Australian Water Association



ADB



As Australia's biggest water network, the Australian Water Association aims to drive prosperity and sustainability by providing individuals with career enrichment and organisations with business opportunities as we:



information and
knowledge



members with industry
and stakeholders



positive
change

Our members come from across the water sector including utilities, scientists, government, research and academia, energy and resources, manufacturing and agriculture.





Case study: Indonesia-Australia Water Utility Improvement Program (WUIP)

Deliver a twinning program that strengthens the performance, accountability and transparency of PDAMs and improves; water quality and reliability, operational efficiency, financial sustainability; and organisational policies and strategies to be inclusive of Gender Equality, Disability and Social Inclusion

Program design and delivery: **Australian Water Association (AWA)**

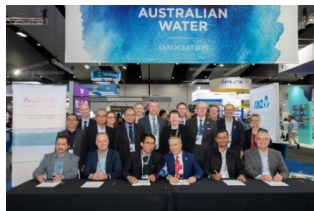
Supported by: **Australian Water Partnership (AWP)**

Program delivery partner: **Indonesian Water Supply Association (PERPAMSI)**

Program Participants:



Program Overview



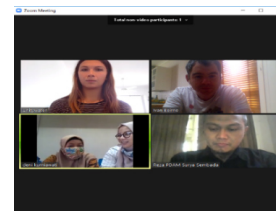
May 2019

Australian utilities visited their Indonesian PDAM / PD PAL



September 2019

Indonesian PDAM / PD PAL visit Australian utilities



March 2020

WUIP Program concludes and outcomes shared

December 2021

Partnership agreements signed by all partners at Ozwater'19



July/August 2019

All partners attend IWWEF in Jakarta



November 2019

COVID-19 disrupts all international travel
Partners continue to deliver the program (virtually)



Program flex during the pandemic

WEBINAR: "TANTANGAN PENYELENGGARAAN SPAM & AIR LIMBAH DI MASA PANDEMI COVID-19 & NEW NORMAL"

RABU, 1 JULI 2020 JAM 13.00 WIB/14.00 WITA/15.00 WIT

PERPAMSI dan Australian Water Association (AWA) memfasilitasi kerjasama penyelenggara SPAM/air limbah Indonesia dengan Australia untuk berbagi pengalaman dan sumber daya. Webinar ini diselenggarakan untuk mengidentifikasi masalah-masalah yang dihadapi penyelenggara SPAM dan air limbah Indonesia terkait pandemi COVID-19 dan 'new normal'.

PRESENTASI PAM JAYA, PT AETRA AIR JAKARTA, PT Palyja, PD PAL JAYA, PDAM SURABAYA, PERUMDAM KAB. GIANYAR, UNITY WATER, YARRA VALLEY WATER, SOUTH GIPPSLAND WATER

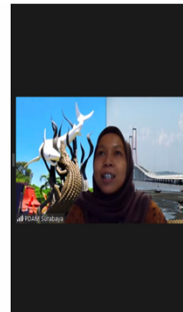
Pendaftaran peserta: bit.ly/webinarperpamsi7

Australian Telewater Network for International Development

May 21, 2020 | 8 mins read
By Water Source



Points of Interest	Target
Assets Management PDAM Surabaya hasn't obtained ISO 55001:2014	Get ISO 55001:2014 certification
Water Safety Plan PDAM Surabaya Doesn't has WSP Documents	Water Safety Plan Document Increasing water quality in customer's tap
Water Distribution Management Non Revenue Water in PDAM Surabaya 33%	Decreasing Non Revenue Water
GESI There is no awareness in gender equality and Social Inclusion	Raising awareness of GESI in PDAM Achieved Hasan's Achieved Yet





Program Outcomes

1. Improved **quality of water supply and wastewater management service** delivery of the two PDAMs and one PD PAL which service over 4.8 million customers
2. Improved utility **operational efficiency** of the two PDAMs and one PD PAL.
3. Improved **financial and asset management**: of the two PDAMs and one PD PAL
4. PDAM and PD PAL organisational policies and strategies are **now inclusive of Gender Equality and Social Inclusion**.
5. Improved capacity of Indonesian water supply association (PERPAMSI) to **deliver professional development services to PDAM members**.
6. **Sustained operations and performance** of PDAMs and PD PAL during the COVID-19 pandemic



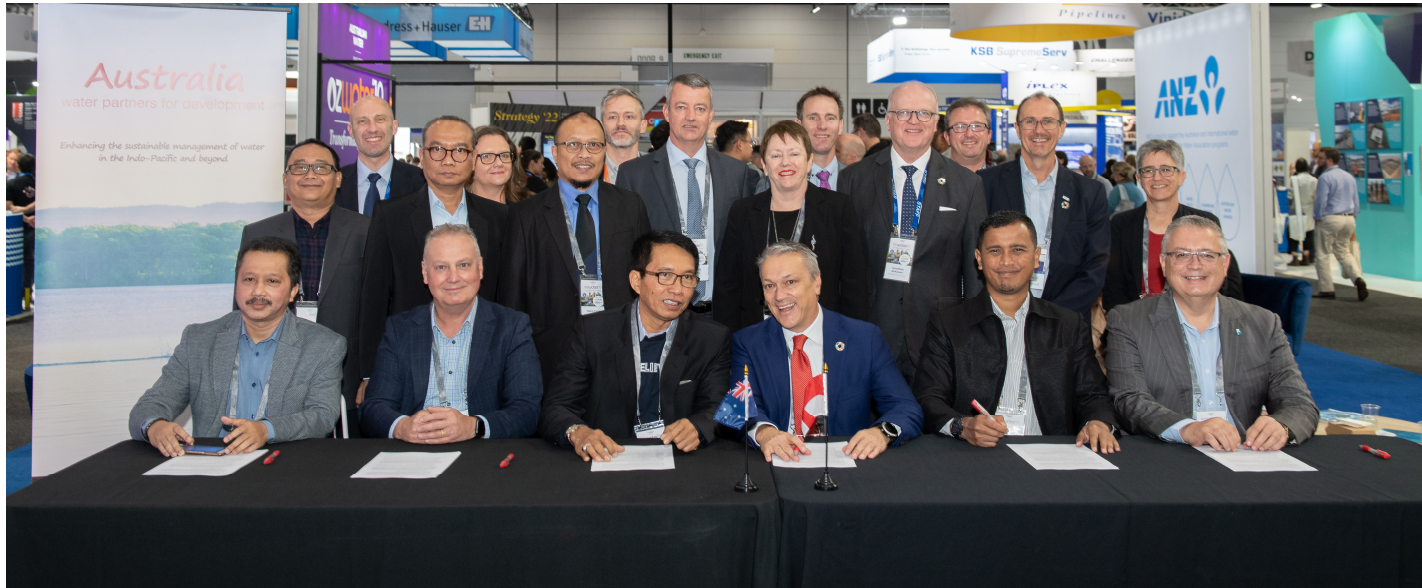


The role of Industry Associations

**AUSTRALIAN
WATER**
ASSOCIATION



PERPAMSI
INDONESIA WATER SUPPLY
ASSOCIATION
TIRTA DHARMA





Adaptive partnering - lessons

1. Outcomes focused program to allow flexibility
2. Building relationships and establishing trust – this requires time and constant communication
3. Importance of face-to-face activities to accelerate building trust and friendship



 Thank you



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