

# Healthy community, safe destinations, and happy tourists

*Guidelines for Gender Equality, Disability,  
and Social Inclusion in Water, Sanitation,  
and Hygiene in the Community in Tourism  
Destinations, Indonesia*



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## Glossary

**Community Based Total Sanitation:** An approach to changing the need for hygiene and sanitation through community empowerment using triggering methods.

**CSR (Corporate Social Responsibility):** A form of corporate responsibility to various parties related to or affected by business activities, which are usually carried out in the form of social activities for the community.

**Disability:** Conditions that disrupt a person's relationship with their environment. In general, persons with disabilities are those who are unable to carry out all or part of the normal activities of their personal or social life due to physical or mental disorders.

**Disaster Resilience:** The capacity or ability of a community to anticipate, prepare for, respond to, and recover quickly from the impact of a disaster.

**Food and Beverage Management Sanitation:** A preventive effort that focuses on activities and actions to eliminate food and beverages from all hazards that can disrupt health, starting from before food or beverage is produced, during processing, storage, transportation, to the time they are produced and ready to be consumed by the public or consumers.

**GEDSI:** Gender Equality, Disability and Social Inclusion

**Gender Equality:** A form of equality between men and women in obtaining their rights as human beings so that they are able to play a role and participate in political, economic, socio-cultural activities and equality in enjoying the results of development.

**Hygiene:** Efforts in health by maintaining and protecting individual hygiene. For example, washing hands for hand hygiene, washing dishes to protect plate hygiene, removing damaged parts of food to protect the integrity of food as a whole.

**Incidental:** Occurs or is done only on certain occasions or times; not regularly or routinely; anytime.

**Inclusive:** Involve or provide the same services for all, including people with special needs such as the elderly, people with disabilities, pregnant women, the poor, and children.

**Inclusive WASH:** Clean water, sanitation and hygiene services that can be accessed by all people, including vulnerable and marginalized groups in society.

**Infectious Waste:** Waste that is contaminated with pathogenic organisms that are not routinely present in the environment and these organisms are in sufficient quantity and virulence to transmit disease to susceptible humans.

**Marginal Social Groups:** People who are less fortunate and marginalized in society are socially vulnerable groups that include the poor, street children, people with disabilities, victims of violence and assault, victims of natural disasters, victims of drugs, people with mental illnesses, prostitutes, etc.

**Menstrual Hygiene Management:** Menstrual hygiene management is the management of hygiene and health when a woman experiences menstruation.

**Open Defecation:** The act of open defecation, including in public places such as rivers, on beaches, in latrines above rivers, and in unhygienic latrines.

**Pokdarwis (Kelompok Sadar Wisata / Tourism Awareness Group):** Tourism Awareness Group or tourism activist groups as a form of informal institutions formed by community members, especially those with a concern in developing tourism in their area, are an element of stakeholders in society who have an important relationship and role in developing tourism awareness and charm of the area.

**Sapta Pesona (Seven Wonders):** A concept of tourism awareness related to the support and role of the community as hosts in an effort to create a conducive environment and atmosphere that is able to encourage the growth and development of the tourism industry, through the embodiment of safe, orderly, clean, cool, beautiful, friendly, and memorable elements.

**Septic Tanks:** A watertight room consists of one, several compartments, or tubs which function to accommodate and treat household wastewater at a slow flow rate. Thus, providing an opportunity for deposition and decomposition of organic materials by microorganisms to form water and gas soluble materials.

**Social Groups:** Association or human units that live together because of the relationship between them. This relationship, among others, concerns a reciprocal relationship that affects each other and also an awareness to help each other.

**Tourism Destination:** Geographic areas that are in one or more administrative fields in which there are tourist attractions, public facilities, tourism facilities, accessibility, as well as interrelated communities that complement the realization of tourism.

**Village SDGs (Sustainable Development Goals):** Integrated village development efforts to accelerate the achievement of sustainable development goals.

**WASH (Water, Sanitation and Hygiene):** Includes clean water, sanitation and hygiene.

**Waste / Specific Waste:** Waste that is due to its natural characteristics, concentration and / or volume requires special management, including waste that has the potential to contain hazardous and toxic materials, hazardous and toxic materials, waste arising from disasters, and debris from building demolitions.



# 1 Introduction

## 1.1 Background

### Why focus on Inclusive WASH in the tourism sector?

Local as well as international tourists are attracted by beautiful beaches, friendly local citizens, and good service in tourist destinations in Indonesia. To maintain the area as a safe and popular destination for visitors, hotels, citizens, the government and all parties involved have an important role in creating a clean and healthy environment as one of the seven aspects of *Sapta Pesona*.

Providing clean water, sanitation and hygiene facilities (Water, Sanitation, Hygiene - WASH) that are accessible for people from all backgrounds (male and female of varying age groups, people with disabilities, tourists or local citizens) is a crucial effort in maintaining public and communal health in a particular area. This is mainly due to the high level of interaction between tourists, tourism staff and the public. With rising demands for tourism activities that are blending with the

lives of local communities, this interaction would continue to increase. Without good WASH, tourists are exposed to infections and diseases, which would lead to a bad experience and would affect Indonesia's reputation. Vice versa, tourists are able to carry a particular disease and easily spread it in tourist areas without good WASH practice.



#### **Interaction between traditional weaving souvenir traders with foreign tourists**

Additionally, several areas in Indonesia experience drought every year due to the limited availability of clean water. Limited clean water can lead to competition between households and industries' needs, including tourism activities, thereby restricting access to clean water. This also impacts public health because safe and adequate WASH plays an important role in preventing diarrheal diseases and tropical diseases such as trachoma, soil-borne worms and schistosomiasis. Recently, Indonesia is also experiencing frequent natural disasters such as floods and earthquakes. This heavily impacts the WASH services in tourism destinations and limits accessibility. Therefore, resistance against disasters for WASH services during such situations is crucial to ensure the health of both the local community and the tourists.

## **Why focus on Inclusive WASH?**

Women and young girls, people with disabilities, the elderly, young people, and children all have special requirements in their needs to access clean water and sanitation. Inclusive WASH also helps to minimise the tourism sector's unequal social impacts. Women generally have more household responsibilities, such as cleaning the house, preparing food, and caring for children and sick family members. Excessive extraction of water resources by the tourism sector can reduce the availability and quality, and increase the market price of clean water for the community, differentially impacting women and girls due to their specific requirements. Due to the needs and responsibilities of these particular social groups, this could impact women and girls disproportionately.

Lack of clean water, sanitation, and hygiene facilities that meet the needs of women, girls, and people with disabilities are mainly due to the lack of participation of these social groups in decision-making and planning. The gender equality, disability, and social inclusion (GEDSI) programs ensure that women and minority social groups will be a part of the process in decision-making on water allocation and sanitation infrastructure through toilet facilitation. This movement also involves marginalized social groups to meet the needs for access to WASH during natural disasters, which have become more frequent every day, so that their needs will be accommodated optimally.

Inclusive WASH is not only a health precondition, but it also contributes to working productivity, school attendance, maintaining dignity as well as creating a resilient community that is living in a healthy environment. Fulfilment for access to inclusive WASH is also included in the Regulation of the Ministry of Village, Development of Disadvantaged Regions and Transmigration of Republic of Indonesia Number 20 of 2020 as a part of the target for village SDGs.



**Figure 1 WASH at Tourist Destinations**

The benefits of Inclusive WASH at tourist destinations are:

- Enhanced community access to WASH, including women, people with disabilities and other socially vulnerable groups, in tourism destinations.
- Improved health and resilience to the current COVID-19 and future pandemics.
- Improved image and reputation of Indonesia as a safe destination.
- Increased visitors because clean water and a healthy environment are important and attractive values.
- Reduced pollution, excessive water use and increased risk of disease.
- Improved relationships between stakeholders and support for the overall management of the tourism sector.

## 1.2 Objective

This guide was created to assist citizens and non-governmental organisations (NGOs) to implement, monitor, and evaluate Inclusive WASH access in tourism destinations.

## 1.3 Scope

There are three guidelines that support Inclusive WASH in tourism destinations:

1. Guidelines for communities with NGOs
2. Guidelines for hotels and tourism operators
3. Guidelines for the government



**Figure 2 Implementation of Inclusive WASH in tourism destinations supported by the three guidelines targeted for three different stakeholders**

In all the three guidelines the relationship between the responsibilities of the Government, employers, workers, and local citizens is emphasised. A collaborative and participatory framework for implementation of activities is promoted.

## 2 Inclusive wash

### 2.1 What is Inclusive Wash?

Inclusive WASH is a service for access to clean water, sanitation and hygiene that considers gender equality, disability and social inclusion (GEDSI). Socially vulnerable people, such as women, girls, the elderly, the poor and people with disability, face health and safety risks from limited access to, and poor WASH conditions. Although all members of local communities are entitled to access improved WASH facilities, some require special considerations:



**Women and young girls** require good menstrual hygiene management at work, school, and in the community.



**Pregnant women** may need to use the toilet more frequently during the workday and therefore need frequent breaks and easy access to the toilet.



**Persons with disabilities** may have different needs to access toilets and washbasins, thus requiring more consideration in the infrastructure design.



**Seniors** may have special needs to access toilets and handwashing facilities due to limited mobility, decreased vision and hearing.



**Migrant workers** are often become vulnerable because of distance from their home countries and lack of access to health and social services.



**Children** require adequate and age-appropriate toilet, washing and drying facilities, plus safe use of, and convenient access to the location and design of the facilities.

## 2.2 GEDSI-WASH Principles

The following principles guide Inclusive WASH in tourism destinations:

- Ensure equal and active participation in the decision-making process to enable all society's citizens to be involved in WASH development activities in tourist destinations.
- Ensure equal access to Inclusive WASH facilities for all groups (all members of local communities, hotel management and staff, and all tourists).
- Understand and appreciate the diverse skills, capacities, needs, and concerns of various genders, people with disabilities, and other socially vulnerable groups and/or individuals with special needs.
- Protect environmental health by promoting effective water management and sustainable environmental health to support workable Inclusive WASH for all.

### 3. Inclusive WASH stewardship in the community in tourism destinations

This guideline provides three levels of performance that can be used to assess existing and expected future management of WASH in the community according to the capacity of the community. The lowest level is Basic, where WASH services are available, but with limited consideration of gender and social inclusion requirements. The second level is Intermediate, where Inclusive WASH services and requirements have been met. It is expected that in the future, tourism destinations will reach the highest level of performance, Advanced, where a comprehensive Inclusive WASH approach has been implemented that benefits all communities in tourism destinations.



**Figure 3 Inclusive WASH Ladder at Tourism Destinations**

There are five main components used as a parameter of success in the management of Inclusive WASH in communities, which are: (1) Commitment to Inclusive WASH; (2) Awareness of Inclusive WASH; (3) Access to Inclusive WASH; (4) Prevention against environmental pollution plus preparation for natural disasters; and (5) Participation of all groups involved.

**Table 1 Basic, Intermediate and Advanced Levels of Outcome of Outcome for Each Component of WASH Services in Communities**

	BASIC	INTERMEDIATE	ADVANCED
1	<b>Low commitment</b> to Inclusive WASH, where there are no policies and development planning on Inclusive WASH in communities.	Regional governments and citizens have a <b>commitment</b> to fulfil the needs for Inclusive WASH through <b>village policies</b> .	Regional governments and citizens have a high commitment to Inclusive WASH, which is evident through policies, development plans and targets.
2	There are <b>no</b> efforts to <b>promote</b> WASH.	Citizens are <b>exposed</b> to efforts to <b>promote</b> changes in WASH that are Inclusive but still <b>incidental</b> .	Citizens are exposed to planned promotions on Inclusive WASH that are integrated into routines and continuous programs for varied social groups in communities.
3	Most of the <b>communities</b> have <b>access to adequate WASH throughout the year</b> , including access to clean water, basic sanitation and hygiene facilities.	<b>All members of communities and tourists</b> have access to <b>Inclusive WASH</b> according to their needs <b>wherever</b> they are (home, school, and other public places).	All members of communities and tourists have access to sustainable Inclusive WASH according to their needs wherever they are (home, school, and other public places).
4	Citizens have attempted <b>several</b> preventive acts against pollution and conserving the environment <b>throughout the year</b> . Discussion about natural disaster preparedness has taken place.	Citizens practice <b>prevention</b> against pollution and <b>conserve water resources regularly</b> .	Citizens practice prevention against pollution and conserve water resources continuously and in an integrated manner and have plans in place to increase WASH resilience in the wake of natural disasters.
5	<b>Community leaders</b> are involved in planning the development of WASH access.	Community leaders and <b>all socially vulnerable and marginalized groups in communities</b> are involved in the development and planning of access to Inclusive WASH.	Community leaders and all socially vulnerable and marginalized groups in communities are involved in the planning and <b>regular monitoring</b> of access to Inclusive WASH.

### **3.1 Commitment to Inclusive WASH**

Citizens and regional governments have a mutual commitment, strengthened by a written policy, to actualise Inclusive WASH access in their villages. Increasing the accessibility of Inclusive WASH is also set as a responsibility for the village in the regulation. With the existence of these commitments and regulations, guiding the direction of development and budget allocation for its achievement is made feasible. Furthermore, this commitment must be realized by achieving targets that are monitored on an ongoing basis.

### **3.2 Awareness of Inclusive WASH**

Awareness of WASH includes behaviors that promote sanitation such as using clean latrines for defecating, washing hands with soap at critical points of contamination, hygienic treatment in household food and water management, and safe solid and wastewater management. Ensuring every citizen, with no exceptions including socially marginalized groups, is given awareness-training on the importance of the actions can positively impact economic development in the tourism sector. Efforts made to promote effective Inclusive WASH behaviours are needed through proper, thorough and ongoing planning that reaches all groups in social communities to guarantee the continuity of these behaviors for the sake of long-term health resilience and to seal the trust of tourists. Efforts to promote WASH behavior also need to be increased in intensity and adapted to the situation in society, such as pandemic and disaster conditions..

Awareness of Inclusive WASH can also ensure maintenance of WASH facilities while increasing awareness of the different needs of various social groups in communities that include the elderly, children, women, pregnant women, and people with disabilities.

### 3.3 Inclusive Access to WASH Facilities

Access to Inclusive WASH facilities for all social groups in communities (groups of people with disabilities, parents, pregnant women, and the poor) as well as tourists wherever they are within the village area. Thus, the design of the WASH facilities provided needs to take into account the special needs of these groups such as the slope of the floor for wheelchairs, handrails to assist in mobility, and so on (see list of guides at the end of this guidebook). Inclusive WASH access includes:

- Access to clean drinking water (with no potential contamination from the source to the point of consumption).
- Access to clean water for hygienic needs (washing hands with soap, hygienic menstruation, hygienic food, and other hygienic personal needs) that are sufficient in quantity all year.
- Access to toilet facilities that are clean and equipped technically, including faecal sludge management.

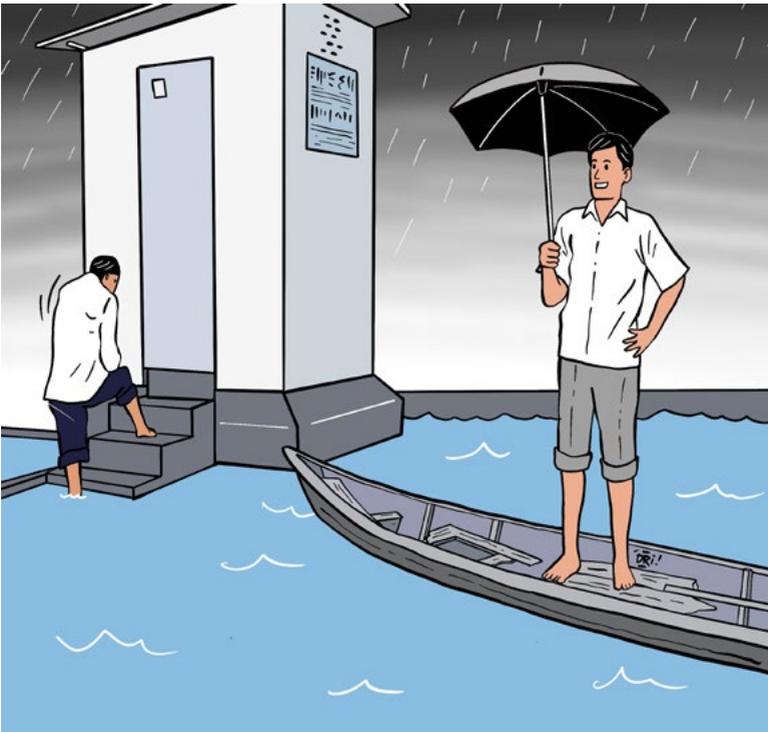
Another area that needs to be considered to ensure a sustainable inclusive WASH access is to adapt the design of WASH facilities to environmental conditions, including adjustments to limited water, resistance to changing environmental conditions.



Access to WASH facilities for persons with disabilities

### 3.4 Prevention Against Environmental Pollution and Preparation for Natural Disasters

Wastewater from toilets and solid waste that is not managed properly can potentially cause contamination of groundwater, surface water, and the surrounding environment. Toilets with septic tanks that are not drained regularly can also cause water pollution. In the wake of natural disasters, declining access to WASH such as scarce clean water, unavailability of latrine facilities and the potential for contamination from untreated or unprocessed wastewater, increases health risks.



**WASH facilities must be prepared to be able to deal with environmental changes such as floods to ensure access**

**Citizens, with the support of village government, should ensure:**

- Safe waste management, including efforts in implementing the 3R's (reduce, reuse and recycle).
- Preparation for domestic and specific waste management in situations of natural disasters such as infectious wastes during the pandemic, wastes that arise from floods and soil erosions, etc.
- Safe wastewater management for toilets and households that have resistance against natural changes in the environment as a cause of climate or disasters.
- Plans are actioned to maintain access to Inclusive WASH in the wake of natural disasters or due to climate change especially for minor or marginalized social groups both in places of evacuation or at home.
- Readiness to maintain access to hygiene facilities (washing hands with soap) during a pandemic.

### 3.5 Participation of All Groups

Involvement and participation of all social groups in communities, particularly marginalized social groups, in every stage of developing Inclusive WASH, from planning to execution and evaluation, will increase success and positive impacts. Involving women and people with disabilities into this program has also been proven to increase a positive influence in both areas of Indonesia and other parts of the world.

Often in the implementation of technical rules, inclusivity clashes with limitations of situations on fields that need modification and practical innovation. Involving people with disabilities in planning can help the process of modification and innovation of practical WASH that will give better access to its users. In conclusion, the involvement of all social groups including groups of people with disabilities, parents, pregnant women and children in conducting feasibility assessments of facilities is also important to ensure access and also improve the design of future facilities.



**Participation of all components of society, both women and men, marginalized groups such as people with disabilities, the elderly and poor families**

## 4. Process

### 4.1 Formation of Committee and Commitment on Inclusive WASH

In communities of villages, several organizations have the authority and responsibility relating to the building of tourism and creative economy such as Tourism Awareness Group (Pokdarwis), as well as those responsible regarding access and WASH treatments like the Working Groups within organizations. Some villages also already have sanitation committees that manage the Community-Based Total Sanitation (*Sanitasi Total Berbasis Masyarakat* -STBM) program, which is a government program to improve access to WASH in the community (regulatory information is in section 5 of this book).

The first step needed is to build a mutual commitment within an organization and collaboration between organization and a particular group regarding the importance of Inclusive WASH to support public health as well as the development of tourism.

Basically, organizations and those particular groups will continue to carry out their responsibilities the way they were formed at the beginning, however, with an increasing focus on the issue of inclusivity and safe tourism services. As an example, Pokdarwis can carry out tourism development activities by involving the Empowerment of Family Welfare group as well as health groups with the aim of aligning the Community Based Total Sanitation program in the community with the Community Based Total Sanitation for tourism activities. To support it, this can be done by capacitating Pokdarwis in discussing the issue of Inclusive WASH and WASH in disaster situations.

In the arrangement of the board and community meetings to discuss issues related to tourism and Inclusive WASH, it is important to ensure that the composition consists of men and women in technical and management roles. It is hoped that the management arrangements and meetings will also encourage the involvement of women and other marginalized groups (such as people with disabilities) as facilitators and agents of change in Inclusive WASH programs in society. The involvement in question is in every stage of Inclusive WASH development starting from planning, implementation, to program evaluation.

## 4.2 Mapping The Needs of Villages

Why do we need mapping? Mapping is an important need as it helps citizens and non-governmental organizations to determine areas that require improvement. This also includes framing of road maps in order to achieve the objectives of Inclusive WASH in communities.

What needs to be mapped? All aspects of Inclusive WASH need to be mapped, e.g., the scope of Inclusive WASH in communities, who will take on the role in the development of WASH in tourist destinations, as well as the citizens' role in implementing, maintaining, and monitoring Inclusive WASH. All data on WASH access should be categorized based on gender and social groups (elderly, people with disabilities, the poor etc.) Other important information on mapping is:

1. Availability of clean water annually with consideration of an increasing need for water during dry seasons in villages.
2. Access to clean water in households and for all family members, including for people with disabilities.
3. Access and behaviours that promote sanitation in households by all family members, including those with disabilities.
4. Availability of and current Inclusive WASH facilities in schools, places of worship, health amenities, restaurants, markets, and other public places.
5. Availability and functioning of inclusive WASH facilities in tourist facilities (homestays, tourist sites and culinary tours).
6. Implementation of WASH in restaurants and other public places.
7. Management of risks of environmental pollution and contamination of water resources.
8. Mapping of disaster-prone areas, such as floods, drought, landslides, etc.
9. The risk of WASH access in disaster situations and also due to climate change (drought and floods), including mapping of the potential risk of failure of septic tank operations that have the potential to contaminate the environment and spread disease as well as the provision of hand washing facilities and other inclusive WASH facilities in a pandemic situation.
10. The mortality and morbidity rate for children under five, children and the general public in the village.

11. The number and trend of disabilities can also be influenced by the development of types of diseases, poverty levels and other socio-economic conditions.
12. Distribution of social groups (based on age, disability, sex, economic status, education and employment).

In this mapping process, the community-based total sanitation verification form can be used to assess the coverage and quality of access to clean water, sanitation and hygiene facilities in the community (see section 5.3).



**Mapping village needs through a participatory process involving all components of the community**

### 4.3 Development of an Inclusive WASH Action Plan

An Inclusive WASH Action Plan should be developed to establish annual targets that are mutually agreed upon by all members of a community. The targets should be based on the information gathered from the map of needs and baseline situation. The Inclusive WASH Action Plan contains prioritized needs and targets to be achieved, strategies and types of activities to be carried out to achieve the targets, target population, implementation time period, a person in charge, as well as collaboration to support activities and budget needs. An Action Plan should build on or align with existing WASH plans developed as part of the Community-Based Total Sanitation (STBM) and Hygiene. An example of an Action Plan and its structure following the five main pillars of the National STBM program can be seen in Appendix 1.

### 4.4 Sustainable Collaboration

There are many complex challenges to creating Inclusive WASH, such as cross-jurisdictional boundaries and systemic change beyond the capabilities of communities. In this context, the best approach is collaboration with stakeholders. Continuous collaboration with stakeholders enables complex issues to be recognised, discussed and enacted with a sense of ownership of the results obtained, and the potential for systemic change to occur. Collaboration within the community can involve many stakeholders, such as organization of minor groups, health workers, public figures, and tourism entrepreneurs.

Potential WASH stakeholders in communities are:

- Government in the Water Supply and Environmental Sanitation (WSES) sector
- Government in the tourism sector
- Government in the social sector, women's empowerment and health sector
- Indonesia Tourism Development Corporation (ITDC)
- Regional Tourism Promotion Board
- Travel associations
- Pokdarwis
- Tourist villages
- Local and international non-governmental organizations (NGOs)
- Corporations in the tourism sector (tourism agencies, restaurants, hotels, etc.)
- Corporations in other sectors (e.g. Unilever, Nestle, Danone and others)
- Armed Forces

- Universities (e.g. the College of Tourism)
- Schools
- Community leaders and religious leaders
- Women's organizations
- Disabled person organizations
- Children and youth groups
- Sanitation entrepreneurs

The following are examples of collaborations that can be achieved in the communities:

- Collaboration with businesses in tourism to change WASH behaviour in communities. Tourism businesses often have a CSR allocation fund but do not know where to channel these funds. By investing in GEDSI-WASH programs, the tourism business not only helps the community to enhance their access to Inclusive WASH, but also gains in return. The tourism business is benefited with cleaner environment and better image.
- Strategic partnerships with women's organizations and organizations of people with disabilities. Women and people with disabilities are often discriminated against in many aspects of life. Working together with women's organizations and organizations of people with disabilities will ensure that their voices are heard and their needs accommodated, particularly in the GEDSI-WASH sector.
- Involving female health workers, such as midwives, doctors, nurses, and sanitary workers in Inclusive WASH programs. Female health workers have influence over women in the villages. Therefore, female health workers will be valuable in helping to deliver messages about GEDSI-WASH and contribute to the success of GEDSI-WASH programs, especially among women. Moreover, sanitary workers have basic knowledge of WASH, but the concept of GEDSI-WASH is something that needs to be internalized into their work.
- Involving religious and traditional leaders in Inclusive WASH programs. Local leaders have great influence over the community. They often become the example of the community. Involving these local leaders will contribute to the success of GEDSI-WASH programs. They will also help link GEDSI-WASH programs with religious values that highly regards women and cleanliness.

## 4.5 Monitoring and Evaluation

Monitoring and evaluation are important to measure the successful actions that have taken place. The involvement of all minority and marginalized social groups in communities is required to accurately evaluate Inclusive WASH programs. This collaboration includes evaluation on the physical accessibility to WASH services that are built in communities. The verification mechanism of the achievements of the five pillars of Community Based Total Sanitation can be associated in the process by adding a focus regarding handling of gender equality and social inclusion in measuring WASH access both for residents and tourists. Results of the first (and ongoing) evaluation can be used as a needs map for development of the next Inclusive WASH Action Plan, thereby meeting the needs of a sustainable development process.

## 5. Existing regulations and guidelines

### 5.1 Gender equality, disability and social inclusion in Indonesia

Law 8, 02016 concerning the persons with disabilities, accessible at [https://pug-pupr.pu.go.id/\\_uploads/PP/UU.%20No.%208%20Th.%202016.pdf](https://pug-pupr.pu.go.id/_uploads/PP/UU.%20No.%208%20Th.%202016.pdf)

Government Regulation 42, 2020 concerning Accessibility to Settlements, Public Services, and Protection from Disasters for Persons with Disabilities, can be accessed at <https://peraturan.bpk.go.id/Home/Details/142301/pp-no-42-tahun-2020>, arrange:

- Settlements that are easily accessible to Persons with Disabilities;
- Public services that are easily accessible to Persons with Disabilities; and
- Disaster Protection for Persons with Disabilities.

PermenPUPR 14, 2017 concerning Requirements for Ease of Building (access) (technical requirements for access for persons with disabilities), can be accessed at <https://peraturan.bpk.go.id/Home/Details/104477/permen-pupr-no-14prtm2017-tahun-2017>

### 5.2 Clean Water

Indonesian regulations regarding water refer to the Republic of Indonesia Government Regulation Number 122 of 2015 concerning the Drinking Water Supply System, at <https://peraturan.bpk.go.id/Home/Details/5701>. The drinking water supply system is implemented to provide drinking water services to the community to fulfill the community's right to drinking water. This regulation regulates piped and non-piped drinking water systems.

The requirements for drinking water quality refer to the Minister of Health Regulation No. 492/2010, at [https://www.mapurna.id/files/SK\\_Permenkes\\_492\\_2010.pdf](https://www.mapurna.id/files/SK_Permenkes_492_2010.pdf)

Minister of Health Regulation Number 32 Year 201, Environmental Health Quality Standards and Water Health Requirements for Sanitation Hygiene Needs, Swimming Pools, Solus Per Aqua, and Public Baths Available at <https://peraturan.bpk.go.id/Home/Details/112092/permenkes-no-32-tahun-2017>

### 5.3 Sanitation and Hygiene

Regulation of the Minister of Health of the Republic of Indonesia Number 3 of 2014 concerning Community-Based Total Sanitation (STBM) can be accessed at the following link: <http://stbm.kemkes.go.id/app/news/7558/permenkes-nomor-3-tahun-2014-About-stbm> This regulation regulates a community-based approach to improve access to sanitation, clean water and hygiene in the community which emphasizes the collective efforts of the community in encouraging behavioral change, increasing the availability of alternative facilities on the market and creating a conducive environment through related policies. STBM includes 5 pillars that are targeted, namely stopping open defecation, washing hands with soap, safe drinking water and food management, safe waste management, and safe waste water management.

STBM Technical Implementation Guide can be accessed at the following link: <http://stbm.kemkes.go.id/public/docs/reference/5b99c4c2576e12f4c9a2019139312658b2f3704c9abc5.pdf>

The STBM Verification Implementation Guide can be accessed at the following link: [https://www.communityledtotalsanitation.org/sites/communityledtotalsanitation.org/files/Verifikasi\\_STBM.pdf](https://www.communityledtotalsanitation.org/sites/communityledtotalsanitation.org/files/Verifikasi_STBM.pdf)

The STBM GESI book by PLAN Indonesia can be accessed at the following link: <https://drive.google.com/drive/folders/13uGb7KpUUwMmE83aoXrBKU2UfnNNp79f?usp=sharing>

### 5.4 Menstrual Hygiene Management

The Menstrual Hygiene Guide for Parents and Teachers compiled by PLAN Indonesia can be accessed at the following link: <https://plan-international.or.id/en/manajemen-kesehatan-menstruasi/>

GESI-MHM STBM in schools by PLAN Indonesia can be accessed at the following link: <https://drive.google.com/drive/folders/13uGb7KpUUwMmE83aoXrBKU2UfnNNp79f?usp=sharing>

### 5.5 Waste Water

The Ministry of Environment and Forestry has established regulations regarding domestic wastewater quality standards (Regulation of the Minister of Environment and Forestry of the Republic of Indonesia Number P.68 / Menlhk-Setjen / 2016 concerning Domestic Wastewater Quality) which can be accessed at: [http://jdih.menlhk.co.id/uploads/files/P.68%20\(2\).pdf](http://jdih.menlhk.co.id/uploads/files/P.68%20(2).pdf).

Domestic wastewater generated from household and business scales and/or activities has the potential to pollute the environment, so it is necessary to treat wastewater before being discharged into the environment.

## 5.6 Waste Management

Waste management in hotels refers to Law of the Republic of Indonesia Number 18 of 2008 concerning Waste Management, which can be accessed at [http://jdih.menlhk.co.id/uploads/files/UU%2018%20Tahun%202008%20\(Sa mpah\).pdf](http://jdih.menlhk.co.id/uploads/files/UU%2018%20Tahun%202008%20(Sa mpah).pdf). The Presidential Decree states that solid waste has become a national problem so that its management must be thoroughly integrated from upstream to downstream so that it can provide economic benefits, health for the community, and be safe for the environment, and can change people's behavior.

## 5.7 Food Hygiene

Decree of the Minister of Health of the Republic of Indonesia Number 715 / Menkes / Sk / V / 2003 concerning Jasaboga (Food Service Providers) Sanitation Hygiene Requirements (can be accessed at <https://bpkn.go.id/posts/show/id/284>). In this regulation, food management carried out by food services must meet hygiene requirements for processing, storage, and sanitation transportation. This decree also regulates the procedure for obtaining certificates for other sanitation hygiene catering services.

## 5.6 Natural Disasters

In the event of natural disasters, WASH services are often limited due to breakdowns and malfunctions in infrastructure. Efforts to anticipate and ensure access to WASH in the wake of natural disasters are necessary to prepare, starting from the design of the facilities that are more resilient to the threat of disasters and also plans to provide WASH services at refugee camps. The following guidelines are guides for total sanitation, specifically for people in refugee camps. They can be accessed at [https://drive.google.com/drive/folders/10buWJYURP\\_-15IW-2stilQblxrXFCNE7k?usp=sharing](https://drive.google.com/drive/folders/10buWJYURP_-15IW-2stilQblxrXFCNE7k?usp=sharing). The following guide is a STBM guide in IDPs prepared by PLAN Indonesia which can be accessed at: <https://drive.google.com/drive/folders/1vLolbMgF1jbaMYP-iT3lSS4u0t00bU9l?usp=sharing>

Meanwhile, this is the guideline for Options for Achievable Sanitation For Specific Communities: [https://www.wsp.org/sites/wsp/files/publications/wsp\\_Opsi\\_Sanitasi\\_yang\\_terjangkau.pdf](https://www.wsp.org/sites/wsp/files/publications/wsp_Opsi_Sanitasi_yang_terjangkau.pdf)

The governmental regulation on Specific Waste Management (including those arising from natural disasters): <https://peraturan.bpk.go.id/Home/Details/138876/pp-no-27-tahun-2020>

Guidelines on COVID-19 infectious waste management in households can be accessed at [https://www.unicef.org/indonesia/media/7446/file/Infographic%20on%20infectious%20waste%20management%20\(Indonesian\).pdf](https://www.unicef.org/indonesia/media/7446/file/Infographic%20on%20infectious%20waste%20management%20(Indonesian).pdf)

## 5.9 Collaboration and Regional Planning

Guidelines for collaboration between regions and drinking water as well as activities that promote sanitation can be accessed at: <http://pamsimas.org/petunjuk-pelaksanaan-kerja-sama-desa-untuk-kegiatan-air-minum-dan-sanitasi/>

Regulation of the Head of Villages for Areas in Needs and Transmigration Number 13 of 2020 concerning Priority for the Use of Village Funds in 2021, can be accessed at: <https://sdgsdesa.kemendesa.go.id/wp-content/uploads/2020/12/Peraturan-Menteri-Desa-Pembangunan-Daerah-Tertinggal-dan-Transmigrasi-Nomor-13-Tahun-2020-tentang-Prioritas-Penggunaan-Dana-Desa-2021-Salinan.pdf>, that mentions 10 SDG's for villages that have become a national priorities during the pandemic includes:

1. Village without poverty
2. Village without starvation
3. Clean and prosperous village
4. Qualified education
5. Involvement of women in the village
6. Village with clean water and sanitation
7. Village with clean and renewable energy
8. Equal economic growth in village
9. Infrastructure and innovation according to needs
10. Village without social gaps
11. Residential area in village that is safe and comfortable
12. Environmentally aware in consumption and production
13. Aware of climate change

14. Care for the sea and its ecosystem

15. Care for the land

16. Partnership in building the village

17. Dynamic institutions and adaptive customary culture in villages

Regulation Ministry of Village, Development of Disadvantaged Regions and Transmigration of Republic of Indonesia No. 13 of 2020 on the priority for budget use can be accessed at <https://sdgsdesa.kemendes.go.id/wp-content/uploads/2020/12/Peraturan-Menteri-Desa-Pembangunan-Daerah-Tertinggal-dan-Transmigrasi-Nomor-13-Tahun-2020-tentang-Prioritas-Penggunaan-Daa-Desa-2021-Salinan.pdf>

Guidelines on Tourism Awareness Group can be accessed at [https://www.kemendparekraf.go.id/asset\\_admin/assets/uploads/media/old\\_all/1\\_%20Pedoman%20Pokdarwis.pdf](https://www.kemendparekraf.go.id/asset_admin/assets/uploads/media/old_all/1_%20Pedoman%20Pokdarwis.pdf)

## 5.10 Other International Guidelines

**Alliance for Water Stewardship (AWS) Standard** is a globally-applicable framework for major water users to understand their water use and impacts, and to work collaboratively and transparently for sustainable water management in a catchment. Implementing the AWS Standard aims to drive social, environmental and economic benefits at the scale of a catchment. It can help to: understand water dependencies and impacts; mitigate operational and supply chain water risks; ensure responsible water procedures are in place; build relationships with local water-related stakeholders; and address challenges shared with others in the catchment. The Standard is supported by an Assurance System. It is available at: <https://a4ws.org/the-aws-standard-2-0/>

Five keys to safer food manual, World Health Organisation, at <https://www.who.int/publications/i/item/9789241594639>

Vision 2030: Resilience of clean water and sanitation services in the face of climate change: a technical report, accessible at <https://apps.who.int/iris/handle/10665/70462>

## 5.11 List of Contacts for Organization for Consultation Regarding GESI-WASH (NTB)

### Organization for People with Disabilities

Himpunan Wanita Disabilitas Indonesia, NTB; Address: Asrama Putra Balai Sosial Bina Remaja (BSBR)

Karya Mandiri Jl TGH Ibrahim Khalidy Bengkel, Kecamatan Labuapi Kabupaten Lombok Barat,

Provinsi NTB, email: srirama91@yahoo.com

### Inclusive WASH Organization

Plan Indonesia, NTB; Alamat: Jl. Kebyar No. 7 lingkungan Pusaka Kota Mataram, Email: Irfan.Ariyanto@plan-international.org ; Novika.Noerdiyanti@plan-international.org

Mitra Samya; Address: Jl. Sultan Salahuddin No 17, Tanjungkarang, Mataram, Nusa Tenggara Barat 83115; email: mitrasamya@indonet.id

### Center of Study

Center for Public Health Innovation, Fakultas Kedokteran, Universitas Udayana, Denpasar, Bali; Address: Kampus Sudirman Universitas Udayana, Jl. PB. Sudirman, Denpasar, Bali; email: cphi@unud.ac.id

Center for Environmental Studies, Institut Teknologi Bandung; Address: Jalan Sangkuriang 42A, Bandung, Jawa Barat; email: anindrya@tl.itb.ac.id

## Annex 1. Example Action Plan.

This Action Plan provides a sample for communities in tourism areas wanting to engage with the hospitality sector on WASH issues. The action plan aligns with the five pillars of Indonesia's National Strategy for Community-Based Total Sanitation and Hygiene and one additional component on disaster risk reduction.

Priority Issue	1. Open defecation (OD) behavior and inclusive latrine access	2. Handwashing with soap	3. Use/ consumption of safe drinking water	4. Solid waste management	5. Liquid waste management	6. WASH access in disaster and pandemic situations
Baseline	8% residents practice OD	78% community have access to handwashing facilities with soap / inconsistent practice	80% residents access safe drinking water	70% of the population has not done proper waste sorting and management	40% wastewater treated	50% residents have safe water supply and sanitation access in emergency
Target	0% of residents commit open defecation (ODF)	100% of the community have access to handwashing facilities and wash hands in 5 critical times	100% of residents use/ consume safe drinking water	100% of the population performs safe waste sorting and management	65% safe treatment wastewater	100% residents have safe water supply and sanitation access in emergency
Strategies and activities	<p>1. Raise awareness of owning and using latrine facilities including by children, the elderly and persons with disabilities.</p> <p>2. Provide financial subsidy to poor households (e.g. single female-headed household, disabled, etc.)</p>	<p>Improving demand and access of handwashing facilities through:</p> <p>Triggering of inclusive handwashing with soap</p> <p>Community meeting to repair handwashing facilities</p> <p>Handwashing with soap promotion in the villages and schools</p> <p>Monitoring plan</p>	<p>1. Increased knowledge about alternative safe household drinking water treatment</p> <p>2. Increase monitoring of the risk of water source pollution by the community</p>	<p>1. Raising awareness and understanding regarding safe waste management</p> <p>2. Development of waste banks and collective waste management efforts in the community</p>	<p>1. Increase knowledge about safe collection and disposal of household greywater</p> <p>2. homestays upgrades wastewater treatment system</p>	<p>1. Increase options for water collection and storage, e.g. rainwater</p> <p>2. Etc.</p>

<b>Priority Issue</b>	1. Open defecation (OD) behavior and inclusive latrine access	2. Handwashing with soap	3. Use/ consumption of safe drinking water	4. Solid waste management	5. Liquid waste management	6. WASH access in disaster and pandemic situations
<b>Population target</b>	All of the residents	All households, especially seniors, children, and people with disabilities	All residents and non-governmental groups or organizations	All households	All household	All household
<b>Period</b>	Six months	Jan-Dec	Six months	1 year	1 year	1 year
<b>Person in Charge</b>	Head of Village Development	Head of Family Welfare Movement	Family Welfare Movement and non-governmental groups or organizations	Youth organization <i>Pokdarwis</i> (Tourism Awareness Group)	Head of Village Development,	Head of Village Development, <i>Pokdarwis</i> (Tourism Awareness Group)
<b>Collaboration</b>	Health Service and Hotel Association	Hotel X	Health Service and Hotel Association	Hotel Association, Environmental Protection Agency	Hotel Association, Environmental Protection Agency	Hotel Association and Department of Public Works
<b>Budget/ Source</b>	IDR 10 million (8m village fund, 2m hotel and homestay contributions)	IDR 5 million	IDR 5 million	IDR 5 million	IDR x million	IDR x million



[www.watercentre.org](http://www.watercentre.org)