



Safe destinations, healthy staff, happy tourists

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



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Contents

List of Abbreviations	2
1. Introduction	3
1.1 Background	3
1.2 Objective	7
1.3 Legal Basis.....	7
1.4 The Scope	7
1.5 Guideline Users	8
2. GEDSI WASH Principles.....	9
2.1 Definition of Inclusive WASH	9
2.2 Principles.....	10
3. The role of government	11
4. Needs mapping.....	11
4.1 Potential Stakeholders.....	12
4.2 The Needs Mapping Process.....	13
4.3 Communication for the Needs Mapping.....	14
5. Continuous collaboration	15
5.1 Aspects of Cooperation.....	15
5.2 Forms of Cooperation.....	16
5.3 Examples of Collaboration	17
6. Monitoring and evaluation.....	18
6.1 Important Indicators.....	19
7. Existing rules and guidelines.....	21
8. Design of WASH facilities for persons with disabilities.....	26

List of Abbreviations

WASH = Water, Sanitation, and Hygiene

STBM = *Sanitasi Total Berbasis Masyarakat* (Community-led Total Sanitation)

PAMSIMAS = *Penyediaan Air Minum dan Sanitasi Berbasis Masyarakat*
(Community-based Drinking Water and Sanitation Program)

OPD = *Organisasi Perangkat Daerah* (Regional Apparatus Organizations)

NGOs = Non-governmental Organizations

SWOT = Strengths, Weaknesses, Opportunities, and Threats

PKK = *Pemberdayaan Kesejahteraan Keluarga* (Family Prosperity Empowerment)

CSR = Corporate Social Responsibility



1. Introduction

1.1 Background

Why focus on Inclusive WASH in the tourism sector?

The main attractions for tourists – both locals and foreigners – of Indonesia’s tourism destinations are beautiful nature, friendly neighbourhoods, and good service. To maintain Indonesia as a safe, popular destination for visitors, hotels, communities, and the government, all parties have an essential role in creating a clean and healthy environment.

Maintaining environmental and public health in the destination requires the provision of clean water, sanitation and hygiene facilities (known as Water, Sanitation and Hygiene - WASH) that all can be accessed by everyone in the destination, i.e. women and men of all ages, people with disabilities, hotel visitors and the surrounding communities. Without effective destination-wide and Inclusive WASH, tourists may become ill and potentially negatively impact Indonesia’s reputation as a tourist destination.

According to the Central Bureau of Statistics, the national proportion of the population with access to hand-washing facilities with soap and water in 2019 was only 76.07%. This number is less in the villages (71.81%) compared to the cities (79.42%). In 2020, access to adequate sanitation in Indonesia was available to 79.53% of the population, whilst access to clean water reached 90.21%. However, the public still do not have access to basic hand-washing facilities (29.93%), adequate sanitation (20.47%) and clean, drinking water (9.79%).

Limited access to clean water impacts public health because it is needed to wash, drink, and defecate and reduce health problems from minimal bathing. Limited clean water is one of the main factors in the increasing incidence of diarrhoea and environmental cleanliness through the possibility that the water is polluted due to contamination from faeces.

Currently, awareness and addressing people with a disability are not a significant policy direction in the WASH sector in Indonesia. STBM and PAMSIMAS, the two programs that focus on drinking water and sanitation in Indonesia, have discussed the issues regarding disability in providing clean drinking water and proper sanitation (refer to http://pamsimas.org/konten/pustaka/pob/POB_Pengembangan_SPAMS_yang_Inklusif_Disabilitas_2018.pdf). According to Suesenas (2018), 14.2% of Indonesia's population is disabled and therefore it is important that there is adequate access to WASH.

Why focus on Inclusive WASH?

Women and young girls, persons with disabilities, the elderly, young people, and children all have special requirements to access clean water and sanitation. Improving and addressing Inclusive WASH access helps to reduce the risk of waterborne and water-washed diseases. It also helps to minimise tourism's unequal social impacts. Women generally have more household responsibilities, such as cleaning the house, preparing food, and caring for children and the elderly who need good access to water supply and a toilet. Excessive extraction of water resources by the tourism industry can reduce the availability and quality, and increase the cost of purchasing clean water for the community, differentially impacting women and girls due to their special requirements. Attention to gender equality, disability and social inclusion (from now on referred to as 'Inclusive') ensures that women and socially vulnerable groups are part of the decision-making process regarding water allocation and sanitation infrastructure.



Inclusive toilet design for a hotel



Figure 1. WASH at Tourist Destination

The benefits of Inclusive WASH in 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 destination image and reputation of Indonesia;
- Increased visitors because clean water and a healthy environment are significant and attractive destination values;
- Reduced pollution, excessive water use and 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 direct the government in implementing, monitoring and evaluating Inclusive (GEDSI) WASH programs in tourist areas.

The Guide aims to support the government to achieve sustainable access and Inclusive WASH in the tourist destinations within Indonesia.

1.3 Legal Basis

WASH is a human right (included in Resolution 64/292 of the United Nations General Assembly), which explicitly recognizes human rights to drinking water and sanitation. In Indonesia, drinking water and sanitation are mandatory affairs that local governments must provide. Based on Government Regulation No. 38, 2007, concerning the division of government affairs between the central government, provincial government, and district/city government, mandatory affairs relating to basic services must be enacted by the provincial and district/city regional governments. In addition, Law No.8, 2016 concerning Persons with Disabilities states that it is necessary to realise equal rights and opportunities for persons with disabilities towards a life that is prosperous, independent, and without discrimination. A way forward is to enable WASH access for people with disabilities. Other regulations related to WASH are described in Section 7.

1.4 The Scope

Three Guides have been developed to support Inclusive WASH in tourist destinations:

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



Figure 2. Three Guides developed for three stakeholders

In all three Guides, the relationship between the responsibilities of government, employers, workers, and local communities are emphasised. A collaborative and participatory framework for the implementation of activities is promoted.

1.5 Guideline Users

This Guide is intended for *Organisasi Perangkat Daerah* (OPD - Regional Apparatus Organizations) and government stakeholders who have duties and functions related to Inclusive WASH and tourism in Indonesia. This Guideline may also be used to increase access to WASH in schools to meet the specific needs of female students.

2. GEDSI WASH Principles

2.1 Definition of Inclusive WASH

Socially vulnerable people face health and safety risks from limited access to WASH and poor conditions. Although all members of local communities are entitled to access improved WASH facilities, some require special consideration:



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 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 of the facilities.

2.2 Principles

The following principles guide Inclusive WASH in tourism destinations:

1. 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.
2. Equal access to Inclusive WASH facilities for all groups (management and staff, all members of local communities and tourists).
3. Understand and appreciate the diverse skills, capacities, needs, and concerns of various genders, people with disabilities, and other socially vulnerable groups and individuals with special needs.
4. Protect sustainable environmental health by promoting effective water management to support workable Inclusive WASH for all.



3. The role of government

The government has a key role in:

- Identifying and communicating Inclusive WASH-related needs in Indonesia;
- Designing collaborative programs related to WASH;
- Developing capacity and leadership of program implementers;
- Conducting monitoring and evaluation of the progress of inclusive WASH in Indonesia.

4. Needs mapping

Why engage in needs mapping? Mapping people's needs will enable the government to identify gaps to achieve its desired goals. Knowing what is working well and what needs to change is essential to progressing effectively towards their goals.

What should be mapped? All aspects of Inclusive WASH should be mapped, e.g.:

- What is the coverage of Inclusive WASH in tourism destinations?
- Who plays a role in fulfilling Inclusive WASH in tourism destinations?
- An overview of regional OPD duties and functions and related cross-sector organisations should be provided;
- The roles of OPD, the private sector, and the community in implementing Inclusive WASH should be organised so they do not overlap.

4.1 Potential Stakeholders

Needs mapping can involve diverse stakeholders, for example:

- Government in the Water Supply and Environmental Sanitation sector;
- Government in the tourism sector;
- Government in the social sector, women's empowerment and health sector;
- Regional Tourism Promotion Board;
- Travel associations;
- Tourist villages;
- Local and international non-government organisations (NGOs);
- Corporations in the tourism sector;
- 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 organisations;
- Organisations for people with disabilities;
- Children and youth groups;
- Sanitation entrepreneurs.

4.2 The Needs Mapping Process

The needs mapping process requires:

1. Identifying the necessary information requirements, such as the demographics and conditions of the community, and the conditions of WASH, workloads specific to women, analysis of the distribution of stakeholders, and others.
2. Designing a needs mapping method and determining resource requirements, including the purpose of the process, the instruments used, the location for the needs mapping, the staff required to conduct the needs mapping.
3. Collecting data through meetings and discussions, interviews with key informants, observations, or questionnaires to the public.
4. Analysis, for example, Strengths/ Weaknesses/ Opportunities/ Threats (SWOT) analysis, gap analysis, stakeholder analysis, or other analytical instruments.



Collaboration between government, hotels and communities to improve access to Inclusive WASH

4.3 Communication for the Needs Mapping

During the needs mapping process, clear communication with stakeholders, including communities, donors, and other partners, should be maintained. Two communication types are:

- **Social mobilisation:** the process of bringing together all viable cross-sectoral partners to determine perceived needs, increase demand and sustain progress towards specific development goals. Social mobilisation helps engage broad social partners in government programs.
- **Program communication:** address the knowledge, attitudes and practices of certain groups of program participants to develop or change behaviours that impact development goals. Program communication is useful after mapping needs and designing programs according to needs.

It is crucial to identify the most effective communication channels to reach stakeholders, such as via meetings, community gatherings, training programs, etc.



Image credit: Indonesia Tourism Development Corporation

5. Continuous collaboration

Many of the Inclusive WASH challenges relating to GEDSI are complex, have cross-jurisdictional boundaries, and require systemic change beyond government capacity. In this context, an effective approach is to collaborate with the stakeholders identified in section 4.1 - Potential Stakeholders. With continuous collaboration, complex issues such as Inclusive WASH can be handled appropriately, there will be a sense of ownership by the various parties of the results obtained and a good opportunity for systemic change to occur.

5.1 Aspects of Cooperation

- A program for providing access to Inclusive WASH facilities;
- Programs for behaviour change within and among corporations and communities;
- Protection of raw water source programs implemented and supported in tourist destinations;
- Establishment of environmental conservation programs in general.

5.2 Forms of Cooperation

Forms of cooperation that can be conducted are:

- Cross-sectoral cooperation within government agencies;
- Partnership with the community through NGOs;
- Cooperation with the community through religious leaders;
- Collaboration with the private sector through Corporate Social Responsibility (CSR);
- Collaboration with waste banks and sanitation entrepreneurs;
- Integration of Inclusive WASH issues with licensing aspects in the tourism sector;
- Cooperation for capacity building of stakeholders in the field of Inclusive WASH.



Consultation meetings with the community to promote cooperation

5.3 Examples of Collaboration

Examples of cooperation are:

- Multi-stakeholder partnerships to resolve issues of access to drinking water and sanitation. For example, Habitat for Humanity Indonesia collaborates with USAID IUWASH PLUS and the Tangerang Regency Government, supported by the Kab. And Tangerang, Herbalife Nutrition Indonesia, and Prudential Indonesia collaborate to accelerate efforts to fulfil access to drinking water and sanitation for Mauk District, Tangerang Regency communities.
- Collaborative governance in sanitation management in Depok City operates by forming a working group to encourage the inclusion of various social groups, ranging from government organisations such as OPD (Regional Apparatus Organisations), and PKK (Family Prosperity Empowerment) to NGOs.
- Collaboration between the local government and business entities in the Central Lombok Regency provides clean water for the community.



6. Monitoring and evaluation

This Guide provides three levels of performance that can be used to assess existing and expected future performance based on the government's current capacity in the tourist destinations. 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. In the future, it is expected that tourist destinations will reach the highest level of performance, Advanced, where a comprehensive Inclusive WASH approach has been implemented that benefits all communities in tourist destinations.



Figure 3. Inclusive WASH Ladder at Tourism Destinations

6.1 Important Indicators

Several important indicators of Inclusive WASH performance are presented in Table 1 below. However, the government can add context or program-specific indicators to be monitored over time, based on the destination WASH goals.

Table 1. Important Indicators

INDICATOR	BASIC	INTERMEDIATE	ADVANCED
Commitment	Low commitment to Inclusive WASH.	Tourist destinations have a statement to meet the Inclusive WASH needs of the community and tourists	The tourist destination has a high commitment and policy statement in the form of a Government Regulation (PERDA) for Inclusive WASH and joins a multi-stakeholder initiative
Collaboration	There are no formal multi-stakeholder meetings	There is a formal multi-stakeholder meeting	There are regular meetings and formal multi-stakeholder collaborations
GEDSI	Tourist destinations provide public WASH facilities that are not separated between men and women, there are no menstrual hygiene management facilities (MHM)	Tourist destinations provide separate public facilities for women and men	The tourist destination provides high quality public Inclusive WASH facilities (including Inclusive WASH in school in healthcare facilities); and addresses the diverse needs of women, men and people with disabilities
WASH Coverage	Tourist destinations have <50% coverage for improved drinking water and sanitation	Tourist destinations have 50% -90% coverage for improved drinking water and sanitation	Tourist destinations have> 90% coverage for improved drinking water and sanitation and> 15% coverage for safely managed drinking water and sanitation*

INDICATOR	BASIC	INTERMEDIATE	ADVANCED
Water Stewardship	There is no raw water protection and environmental cleanliness program in tourist destinations	There is a program for protecting raw water and environmental cleanliness in tourist destinations but it is not carried out regularly and systematically	There is a program of protecting raw water (including wastewater management) and environmental hygiene in tourist destinations, which is carried out periodically and systematically and involves stakeholders
Budgeting	There is no APBD allocated for Inclusive WASH	The budget allocated for Inclusive WASH is $\leq 1\%$ of the total APBD	The budget allocated for Inclusive WASH is $> 1\%$ of the total APBD
Planning	Planning for Inclusive WASH issues has not been integrated with other issues	Planning on Inclusive WASH issues has been discussed across stakeholders, but has not been included in local regulations	Inclusive WASH planning is cross-sectoral and is contained in local regulations

* Safely managed drinking water and sanitation is mandated in the RPJMN 2020-2024, with 'improved' and 'safely managed' forms in different drinking water and sanitation. Still, every access can be called 'improved' when protected from pollution or pollution has minimal impacts. The 'safely managed' standard demands even higher conditions of eligibility, emphasising sustainable and pure services that do not pollute the environment. In access to drinking water, "safely managed" means a drinking water connection that is located inside the house, can be accessed at any time, and free from faecal and priority chemicals contaminations. In access to wastewater this means having a toilet with an impermeable septic tank. The faecal sludge are then treated at the faecal sludge treatment before being discharged into the environment.

Monitoring and evaluation of achieving Inclusive WASH performance are conducted by the government with a frequency of at least once a year to assess progress.

7. Existing rules and guidelines

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>

PP 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.

PerMen PUPR 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>



Drinking Water

Indonesian regulations regarding water refer to the Republic of Indonesia Government Regulation Number 122 of 2015 concerning the Drinking Water Supply System, can be accessed 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 fulfil 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

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>

Wastewater

The Ministry of Environment and Forestry has stipulated regulations regarding the quality standards of domestic wastewater (Regulation of the Minister of Environment and Forestry of the Republic of Indonesia Number P.68 / Menlhk-Setjen / 2016 concerning Domestic Wastewater Quality), 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 a household scale and business and/or activity can pollute the environment, so it is necessary to treat wastewater before discharging it into the environment.

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. Its management must be thoroughly integrated from upstream to downstream to provide economic benefits, health for the community, be safe for the environment, and change people's behavior.

Workplace Health

Workplace health is regulated through PP 88 of 2019 concerning Occupational Health, accessible at <https://peraturan.bpk.go.id/Home/Details/128642/pp-no-88-tahun-2019>. This regulation is a rule for implementing Law 36 of 2009 on Health. Occupational Health is an effort that aims to protect everyone who is in the workplace so that they can live healthily and free from health problems and adverse effects due to work. The workplace is any room or field, closed or open, mobile or permanent, where workers work, or where workers often enter for a business, and there is a source of danger in accordance with the provisions of laws and regulations.

Workplace environmental health standards are regulated in the Regulation of the Minister of Health of the Republic of Indonesia Number 70 of 2016 concerning, Standards and Requirements for Industrial Work Environment Health which can be accessed at <https://peraturan.bpk.go.id/Home/Details/114490/permenkes-no-70-tahun-2016>

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>). Food management carried out by food services must meet hygiene requirements for processing, storage, and sanitation transportation in this regulation. This decree also regulates the procedure for obtaining certificates for other sanitation hygiene catering services.

Other International Guidelines

ILO Wash-at-Work provides basic skills to practitioners from government, workers 'and employers' organisations to apply relevant ILO standards and Codes of Practice. This includes recognising the importance of access to water and adequate sanitation and hygiene, configuring the workplace to be suitable for workers to access WASH provisions adequately and comfortably, and supervising the installation provisions and WASH facilities. This module also provides checklists that can help improve working conditions and productivity. The document is at https://www.ilo.org/global/industries-and-sectors/utilities-water-gas-electricity/WCMS_535058/lang--en/index.htm

UNICEF WASH4WORK: basic indicators and monitoring, at [https://www.unicef.org/csr/css/WASH-workplace-indicators-DRAFT- Mar19.pdf](https://www.unicef.org/csr/css/WASH-workplace-indicators-DRAFT-Mar19.pdf)

UNICEF's WASH Strategy 2016 – 2030 guides the organisation's contribution to global efforts to meet the Sustainable Development Goals of water and sanitation - SDG 6 - and the broader SDG agenda, targeting priority interventions for children. The document is at https://www.unicef.org/wash/files/UNICEF_Strategy_for_WASH_2016_2030.PDF

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

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/>

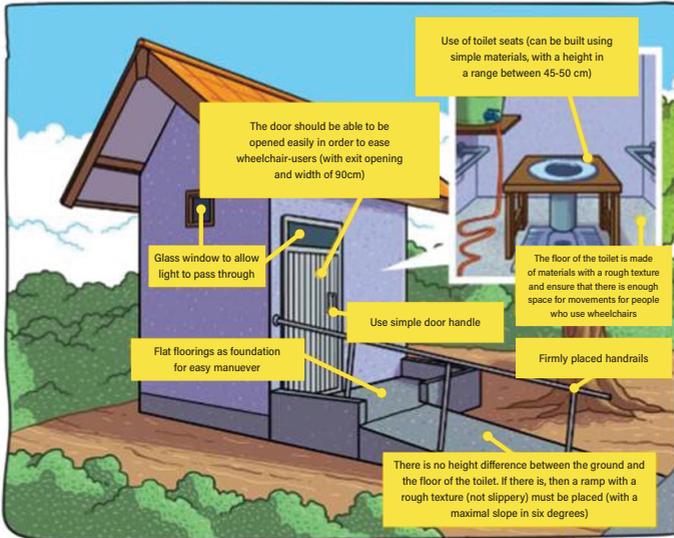


8. Design of WASH facilities for persons with disabilities

In planning WASH facilities for persons with disabilities, several things need to be considered, namely:

- a. There is a wheelchair-accessible ramp leading to the WASH facility with an elevated edge for safety.
- b. Entrance doors must be wide enough for wheelchairs to pass and equipped with door handles at a height accessible to wheelchair users.
- c. The interior of the WASH facility should be large enough to provide space for wheelchair users to manoeuvre and close doors from the inside.
- d. There needs to be a handrail around the toilet for the safety of elderly people and people with disabilities when using the toilet.
- e. The floor should be smooth enough for easy cleaning but not too smooth so that it doesn't slip when wet.

Inclusive Latrine Facility



Handrails



Guiding Block

Inclusive latrine facility is one that may be used by everyone including people with disabilities, the elderly and pregnant women

Inclusive toilet (reference from PLAN International, Buku Saku STBM GESI)





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