

| Term | Definition |
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| Sector | The arena in which the collective endeavours of governments, donors, the private sector and civil society collaborate to improve water, sanitation and hygiene services. |
| WASH system | All of the people, behaviours, policies, processes, resources, interactions and institutions necessary for delivery of inclusive, lasting, universal access to WASH. |
| System strengthening | System strengthening means understanding that WASH exists in complex systems with many component parts and within different social, economic, political and environmental contexts. It involves identifying and working to address the barriers in behaviours, policies, processes, resources, interactions and institutions that block achievement of inclusive, lasting, universal access to WASH. |
| Empowerment | The term empowerment refers to measures designed to increase the degree of autonomy and self-determination in people and in communities in order to enable them to represent their interests in a responsible and self-determined way, acting on their own authority. It is the process of becoming stronger and more confident, especially in controlling one's life and claiming one's rights. Empowerment as action refers both to the process of self-empowerment and to professional support of people, which enables them to overcome their sense of powerlessness and lack of influence, and to recognize and use their resources. |
| Systems thinking | An understanding of the complex, interconnected relationships which make up the system, and the incentives, ideas, norms, and power which sustain it. |
| Building blocks | A term used to refer to the component parts of a well-functioning WASH system. |
| Sustainability | Sustainability is about whether or not WASH services and good hygiene practices continue to work and deliver benefits over time. No time limit is set on those continued services, behaviour changes and outcomes. In other words, sustainability is about permanent beneficial change in WASH services and hygiene practices. There are many different dimensions of sustainability including social, financial, environmental, institutional, technical and skills. |
| Area-wide approach | An area-wide approach focuses on the local administrative entity with the appropriate level of responsibility for the planning, delivery and operation of lasting, inclusive and universal WASH |

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| | services as the geographical point of entry for WaterAid support. This may be a district, town, city, or other geographical unit. |
| Transformational change | The emergence of an entirely new state prompted by a shift in what is considered possible or necessary which results in a profoundly different structure, culture or level of performance. |
| Political Economy Analysis | Political Economy Analysis is an analytical approach to understand the underlying reasons — political, economic, social and cultural — for why things work the way they do. By helping identify the incentives, institutions and ideas that impact the behaviour of actors in a system, PEA supports a more politically informed approach to working. |
| Disability inclusion | For WA, disability results from the interaction between a person’s impairment and the environmental, social and institutional barriers they face. Disability therefore refers to more than the impairment itself, but the way society reacts, supports or hinders the person because of the impairment. Disability inclusion is a participatory and empowering process which aims to identify and remove the barriers preventing people with disabilities from realising their rights to WASH on an equal basis to others. |
| Women’s empowerment | Women’s empowerment means increasing the degree of autonomy and self-determination that women and girls have so that they can play an equal role in society. It means tackling the discrimination and imbalance in power relations to ensure women and girls can participate actively in socioeconomic and political processes. And it means finding ways to ensure that women are confident, that they have a voice in society, and their opinions are respected. |
| Empowerment-specific initiatives | Empowerment-specific initiatives are targeted directly at socially-excluded people. Their purpose is to enable socially-excluded people to equally benefit from all services and work in communities. They are needed because barriers experienced are so deep direct action is needed to help reduce them in addition to generally inclusive work. Examples are capacity development of groups of marginalised people (for example, Disabled People’s Organisations (DPOs). They are not a substitute for generally socially-inclusive work, but a necessary complementary component to achieve full inclusion. |

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| <p>WaterAid's Rights Based Approach</p> | <p>Long version: A human rights-based approach pays attention to the power dynamics between people who experience marginalisation and those who make decisions (duty bearers) By empowering people to claim their rights and supporting duty bearers to be accountable for responding to the needs of rights holders, this approach seeks to redress imbalances in power and resources. It aims to bring about sustainable and long-term structural change in policies, procedures and laws, as well as changes in attitudes and behaviours.</p> <p>Short version: WAs Rights Based Approach seeks to address power dynamics. We work to empower people to claim their rights, support duty bearers to be accountable for fulfilling those rights and sustained through structural change in policies, procedures, attitudes and behaviours.</p> |
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