

WATER, SANITATION & HYGIENE SECTOR

Newsletter



European Union



Issue# 44: April—June 2023



1

JWSSC
Meeting/ Site
Visit

2

Risk
Management
Training

3

Conflict
Management
Training

4

Consultation for
WASH Sector
Plan

5

Resource
Management
Training

It is indeed my pleasure to greet all our WASH sector agencies, stakeholders, partners and friends! I am pleased to present you our 44th edition of our WASH Sector Newsletter. This issue highlights on some of the main activities that the sector agencies has been involved in during the 3rd quarter of FY22/23.

The key events enclosed in this issue are;

- ★ **Joint Water Sector Steering Committee (JWSSC)**
- ★ **Risk Management Training**
- ★ **Review and Update of the National Water Services Policy**
- ★ **Conflict Management Training**
- ★ **Resource Management Training**
- ★ **Validation Workshop—Capacity Building Strategy and Costed Implemented Plan 22/25**
- ★ **WSSCD ACEO Farewell Event—MS. Papalii Ruth Ueselani**

And as such, the continuous collaborative efforts of our Implementing Agencies and stakeholders are acknowledged. Malo lava le galulue ma le fa'atoatoa. Your cooperation and support have brought us this far. I trust that our Sector will continue to strive forward with refreshed and high spirits to pursue planned works and overcome new challenges.

In moving forward, our newsletter team would very much appreciate the support of all our IA members in providing articles, news items, events, advertisements that we can publish in our future newsletter editions.

For more information please contact Anton Milton Utufua Tofa on email anton.tofa@mnre.gov.ws or telephone 67200 ext 322.

Thank you and God Bless,

Lealaisalanoa Frances Brown Reupena



Frances. Brown. Reupena

Water and Sanitation Sector Co-Chairwoman

Co-Chairwoman

**Greetings from
the Water,
Sanitation &
Hygiene
Sector
Co-Chairwoman**

Joint Water Sector Steering Committee—Meeting & Site Visit

On the 29th March 2023, the Joint Water Sector Steering Committee conducted its second meeting for FY22/23 at Amoa Resort, Savaii to discuss the sectors ongoing tasks as well as its completed tasks. The reporting period was from October – December 2022.

Participants were representatives from the following Implementing Agencies—Ministry for Public Enterprises; Ministry of Commerce, Industry and Labor; Ministry of Finance; Electric Power Corporation; Civil Society Support Program; Japan International Corporation Agency (JICA); Scientific Research Organization of Samoa (SROS); Samoa Water Authority; Samoa Independent Water Schemes; Ministry of Health; Ministry of Women, Community and Social Development; Ministry of Work, Transports and Infrastructure; Land Transport Authority; Ministry of Natural Resources and Environment (Renewable Energy Division, Water Resource Division, Environment Sector Coordination Division, Water and Sanitation Coordination Division).

A site visit was followed shortly after the meeting. The purpose of this was to sight some of the Sector's new key developments in Savaii specifically for FY 22/23. There were 4 visit sites as stated below—Palauli Garden Toilet solar lights (MNRE—

RED); Palauli Rehabilitated Area (MNRE—WRD); Fogasavaii new works (SWA); Taga relocation works (SWA).



Joint Water Sector Steering Committee— Meeting & Site Visit

**(29th March 2023,
Savaii Samoa)**



Photo Credit: Corporate Staff

Review and Update of the National Water Services Policy 2010

The Water, Sanitation and Hygiene Coordination Sector conducted its National Water Services Policy (NWSP) that was developed under the direction of the Joint Water Sector Steering Committee (JWSSC). The JWSSC key stakeholders included: Government Ministries, State Owned Enterprises, Local Partners



and Development Partners affiliated with the WASH Sector Plan.

The main objective discussed is: to create a performance management relationship between the Samoa Water Authority (SWA) and Government of Samoa (GoS) setting out quality targets and coverage of services to be provided to the public; acknowledge the role of the Independent Water Schemes (IWS) and create a performance management and support relationship between the Independent Water Schemes Association (IWSA) and the Ministry of Women, Community and Social Development (MWCSD); establish a framework for the coordinated implementation, regulation and financial sustainability of water supply services to ensure concerted efforts towards improved water systems management, rehabilitation and maintenance (Meresaini Siao—Laulua, 2023).



Review and Update of the National Water Services Policy 2010

**(25th April 2023, Tanoa
Tusitala, Conference
Room)**

Risk Management Training

(17th—21st April
2023, Samoa Shipping
Services, Conference
Room)

Risk Management Training

The Water, Sanitation and Hygiene Sector third training in 2023 was the Risk Management Training. Why risk management? Within the Sector's capacity building program, it felt the need for a risk management training to improve on Ministry and Sector Coordinator together with its implementing agencies and stakeholders to understand different types of risk or conflict in any line of work.

It is highly recommended to introduce these knowledge and ability's inside our Ministry as well as the Water Sector's as part of its capacity building towards future endeavors. Especially, when conducting project is all about doing more with less. The core functions will focus on optimization and efficiency. When someone understand how to make a project successfully, there you can effectively understand how to plan resource efficiently. Therefore, it is key to optimize efficiency as important when hiring new employee solely devoted to resource management.



They are responsible for creating and assigning tasks to get the project done, they are accountable for allocating the resources needed to make the project a success.

In the intricate landscape of governance and public administration, ministries are entrusted with the responsibility of not only shaping policies but also managing a plethora of risks that can impact their operations, reputation, and the communities they serve. As ministries navigate an increasingly complex and uncertain world, the significance of effective risk management cannot be overstated. To equip its workforce with the knowledge and skills necessary to identify, assess, and mitigate risks, the Ministry has embraced a transformative endeavor: Risk Management Training for Capacity Building. This article delves into the importance of this training and how it can fortify the Ministry's capabilities while fostering a culture of preparedness.

Risk management training is a deliberate put together by Water Sanitation and Hygiene Sector through its collaboration with Oloamanu Training Center for Professional Development and Continuing Education to enhance the ability of individuals and organizations to identify, analyze, and manage risks. It equips participants with the tools, methodologies, and best practices needed to proactively address potential threats and opportunities, fostering a culture of vigilance and resilience.

Strategic Decision Making: Risk management training enhances participants ability to make informed decision by weighing potential risks against expected rewards. **Operational Efficiency:** A proactive approach to risk management streamlines operations, reduces disruptions, and optimizes resource allocation.

Innovation and Adaptation: Cultivating a culture of risk awareness and management encourages innovative thinking and the ability to adapt to changing circumstances. **Stakeholder Confidence:** Effective risk management demonstrates accountability, instilling confidence in stakeholders, including citizens, investors, and partners. **Reputation Protection:** By identifying and addressing risks that could tarnish the Ministry's reputation, risk management training safeguards its standing in the eyes of the public.



Risk Management Training

(17th—21st April
2023, Samoa Shipping
Services, Conference
Room)

Risk Management Workshop

Promoting Organization Resilience

Integrating risk management training into capacity building strategies foster organization resilience through several avenues: Preparedness: Participants learn to anticipate risks, allowing the Ministry to plan and respond effectively in times of crisis. Continuity: Effective risk management safeguards business continuity by minimizing disruptions and ensuring the consistent delivery of services. Resource Optimization: Identifying and mitigating risks prevents unnecessary financial and operational losses, preserving valuable resources. Learning Culture: Embracing risk management as part of capacity building promotes a culture of continuous learning and improvement.



Customizing Risk Management Training

For risk management training to be impactful within the Ministry's capacity building initiatives, several considerations are key: Contextualization: Customize the training to address the specific risks and challenges relevant to the Ministry's areas of operation. Multidisciplinary Approach: Involve personnel from diverse roles to ensure a comprehensive understanding of risks across different functions.



Scenario-Based Learning: Incorporate real-world scenarios and case studies to make the training practical and relatable. Ongoing Evaluation: Establish mechanisms to assess the effectiveness of the training and its application in real-world situations.

As the Ministry navigates the intricate landscape of governance, risk management stands as a crucial pillar in ensuring its stability, credibility, and effectiveness. By embedding risk management training within capacity building efforts, the Ministry not only fortifies its workforce with essential skills but also imbues its operations with a proactive, adaptive spirit.

This strategic fusion of capacity building and risk management positions the Ministry as a resilient and responsive entity, capable of surmounting challenges while fostering a culture of vigilance and preparedness.

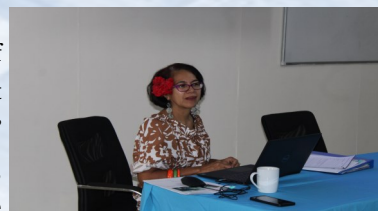


Photo Credit: Anton Tofa—WSSCD Staff

Conflict Management Training

The conflict management workshop was delivered from 16th – 19th May 2023 on the overview of Conflict Management and introduce the important aspect of conflict inside our work environment. This training was made possible by the Ministry of Natural Resources and Environment through its collaboration with the National University of Samoa Oloamanu Training Center for Professional Development and Continuing Education. What was discussed during the workshop highlighting conflict as a key issue within organization based management (employee/ workers) and the need for management staff from the Water Sector's Implementing Agencies and Stakeholders to have an understanding of conflict management concepts and related skills.

The outcome learn for this workshop on conflict management were to: understand the positive and negative impact and outcomes of unresolved conflict, ability to controls one behavior's in conflict situation, ability to identify common interest and achieve "win-win" situation, ability to cultivate interpersonal communication skills, manage conflict within work groups. Effective governance and the successful attainment of organizational goals hinge on a harmonious and productive work environment. However, in the dynamic landscape of a Ministry, differing perspectives and priorities can sometimes lead to conflicts that, if not managed adeptly, may impede progress. Recognizing the pivotal role conflict management plays in nurturing a cohesive workplace, the Ministry has undertaken a transformative initiative: Conflict Management Training for Capacity Building. This article delves into the significance of this training and its potential to elevate both the Ministry's operations and the personal growth of its workforce.



Understanding Conflict Management Training

Conflict management training is a purposeful endeavor that equips individuals with the tools, techniques, and insights needed to identify, understand, and address conflicts in a constructive manner. This training goes beyond conflict resolution, emphasizing the cultivation of skills to prevent conflicts from escalating and transforming adversarial situations into opportunities for growth and collaboration.



Effective Communication: Conflict management training sharpens communication skills, enabling participants to express their viewpoints with clarity and empathy. Enhanced communication minimizes misunderstandings and misinterpretations that often contribute to conflicts.

Team Dynamics: Conflicts can strain team dynamics and hinder productivity. Through conflict management training, teams learn to address differences constructively, leading to improved cohesion, synergy, and collaboration.



Decision-Making: Conflicts can sometimes arise from differing opinions on decisions. Training in conflict management fosters the ability to engage in consensus-based decision-making, leading to more informed and effective choices.

Conflict Management Training

(16th—19th May
2023, Samoa Shipping
Services, Conference
Room)

Conflict Management Training

(16th—19th May 2023,

Samoa Shipping Services, Conference Room)

Conflict Management Training

Leadership Development: For those in leadership roles, conflict management training is invaluable. Leaders learn to mediate conflicts, provide guidance, and set an example of constructive conflict resolution, ultimately building trust and respect within their teams.



Stress Reduction: Unresolved conflicts can create stress and tension among employees. Conflict management training equips individuals with techniques to manage stress resulting from conflicts and promotes overall well-being.

Fostering Organization Growth

Conflict Management training as part of capacity building nurture organizational growth through several avenues:

Innovation and Creativity: A culture that encourages open dialogue and respectful disagreement fosters innovation and the generation of creative ideas. **Adaptability:** Organizations that possess robust conflict management skills are better equipped to navigate changes and uncertainties with agility. **Employee Retention:** A harmonious workplace reduces employee turnover by enhancing job satisfaction and creating an environment where individuals feel heard and valued. **Reputation Enhancement:** Effective conflict management positively impacts the Ministry's reputation, portraying it as an organization committed to professional growth, collaboration, and responsible governance.



To ensure the effectiveness of conflict management training within the Ministry's capacity building efforts, a few key considerations are crucial: **Customization:** Tailor the training to address the specific challenges and dynamics unique to the Ministry's context. **Inclusivity:** Extend the training to all levels of the organization, emphasizing that conflict management skills are valuable across roles. **Practical Application:** Incorporate real-life scenarios and case studies relevant to the Ministry's operations, making the training more relatable and applicable. **Ongoing Support:** Establish avenues for ongoing support and reinforcement, such as mentorship programs, discussion forums, or follow-up workshops.



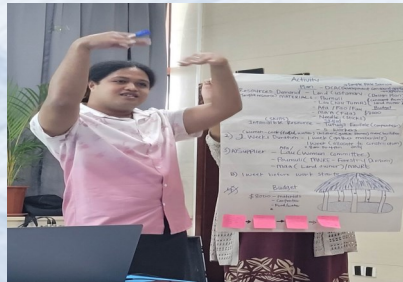
As the Ministry and its Water Sector progresses toward its goals, it recognizes that fostering a culture of effective conflict management is paramount. By incorporating conflict management training within its capacity building initiatives, the Ministry demonstrates its commitment to both the professional development of its workforce and the cultivation of an environment where differences are harnessed to drive progress. This synergistic approach aligns organizational growth with individual empowerment, propelling the Ministry toward an era of enhanced collaboration, innovation, and achievement.

Resource Management Training

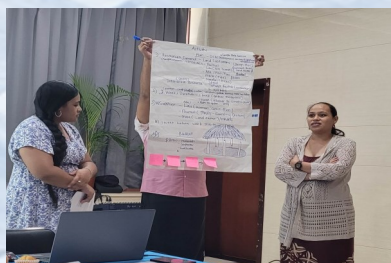
(22nd—26th May 2023,

TATTE Building,
Conference Room #1)

Resource Management Training



Ministry and other organization, and it is a must to prepare employees within their roles and their specifics of the organizations works.

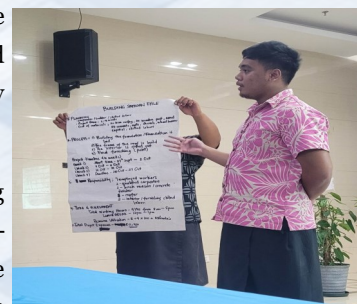


Benefits of resource management is to ensure the growth of the Ministry's and related organization of all types. Moreover, this workshop offers a variety of benefits and support towards organization success: increase ability and a greater skills to pivot faster in case of unexpected changes, smoother relationships between teams and department, increased ability to spot problems before they occur or avoid them altogether.

The WSSCD with this workshop on resource management had the initiative on offering our implementing agencies and stakeholders with applicable training to support their role and ourselves in pressing issues in higher education. Therefore, WSSCD is committed to host workshops like this to provide insights, resources and supports to our internal and external employees so that we can help support the wellbeing of Ministry of Natural Resources and Environment and other related organization.

Water and Sanitation Sector play a vital role in shaping policy, driving development, and serving the needs of citizens. However, in a resource-constrained world, the effective allocation and utilization of resources are imperative for achieving these goals. Recognizing this, ministries are increasingly turning to resource management training as a catalyst for capacity building. This training equips employees with the skills and strategies needed to optimize resource allocation, enhance operational efficiency, and ultimately fulfill the ministry's mandate more effectively. This article delves into the significance of resource management training and how it contributes to the ministry's capacity building endeavors.

In the pursuit of effective governance and impactful service delivery, Water and Sanitation Sector must navigate the complexities of resource allocation. By integrating resource management training into their capacity building initiatives, ministries empower their workforce with the tools to optimize resource utilization, enhance operational efficiency, and achieve their mandates more effectively. This strategic fusion of capacity building and resource management positions the ministry as a prudent steward of resources, capable of achieving its objectives while fostering a culture of efficiency and impact.



Validation Workshop—Capacity Building Strategy and Costed Implemented Plan 2022—2025

On 30th June 2023 the Ministry of Natural Resources and Environment through its Water, Hygiene and Sanitation Sector Coordination Division complete its final “Validation Workshop to Review and Update the WASH Capacity Building Strategy & Action Plan 2018 – 2021.” The Water and Sanitation Sector organized this workshop as a collective work to update the strategy to become the WASH Sector’s Capacity Building Strategy and Coasted Implementation Plan 2022 – 2025.



The key speaker was the Sector’s Technical Advisor or Consultant Ms. Leaupepe Satui Bentin, who also conducted interviews with the WASH Sector’s Implementing Agencies and Stakeholders from 5th June onwards as part of Phase 1 preliminary findings as presented in this validation workshop.

The main purpose this workshop was to provide a final opportunity for our key IA’s and relevant stakeholders to provide their final inputs and insights on this important strategy.



Validation Workshop— Capacity Building Strategy and Costed Implementation Plan89

**(30th June 2023,
Taumeasina Conference,
Room)**

Farewell Event for Sector Coordinator—Ms. Papalii Ruth Ueselani

Transitions are an inherent part of any professional journey, and while they mark the end of one chapter, they also signify new beginnings. In this of both reflection and anticipation, the Ministry of Natural Resources and Environment, Implementing Agencies and Stakeholders came together to bid a heartfelt farewell to the esteemed Sector Coordinator of Water Sanitation and Hygiene Coordination Division Ms. Papalii Ruth Ueselani, who has chosen to embark on a new path. This farewell event not only commemorated her dedicated service but also highlighted the impact she has left on the team, the Sector, and the Ministry as a whole.



Throughout her tenure as Sector Coordinator, our esteemed colleague has consistently exemplified the core values and commitment that define our Ministry and Water and Sanitation Sector. Her dedication to her role, the Sector's objectives, and the well-being of the team has been truly commendable. Through her leadership, the Sector has achieved significant milestones and grown in ways that have positively impacted the lives of countless individuals.

The farewell event provided us with an opportunity to celebrate the achievements and contributions of the Sector Coordinator. From spearheading transformative initiatives to fostering collaboration between teams and stakeholders, her leadership has been instrumental in driving progress and innovation. By acknowledging her efforts, we not only expressed gratitude but also inspired the continuation of her legacy in the Ministry and also the Water and Sanitation Sector.



As we come together to bid farewell, we also take a moment to reflect on the journey we've undertaken together. Through shared stories, anecdotes, and reminiscences, we weave a tapestry of memories that capture the essence of our collective experiences. These stories not only pay tribute to the professional accomplishments but also reveal the character and values that have endeared our Sector Coordinator to us all.

At the heart of the farewell event is a genuine expression of gratitude. Gratitude for the guidance, mentorship, and unwavering support that our Sector Coordinator has extended to her team. Gratitude for the wisdom, insights, and inspiration she had shared and above all, gratitude for the positive impact she has had on the lives of those she has worked with and served.

While farewells signify the end of a specific role, they also signal the beginning of new adventures. As our Sector Coordinator embarks on this new chapter, we wish her every success and happiness. Her legacy will continue to inspire us as we build on the foundation she has laid and continue the mission to serve our Ministry and the community.

In bidding farewell to our esteemed Sector Coordinator, we celebrate a journey of dedication, accomplishments, and shared experiences. As we gather to honor her contributions, we also affirm our commitment to upholding the values and principles that have guided us. This event not only marks the end of an era but serves as a poignant reminder of the transformative impact one individual can have on a team, a sector, and an entire organization.

Farewell Event for Sector Coordinator—Ms. Papalii Ruth Ueselani

**(11th May 2023, Lava
Hotel, Conference
Room)**