

APPROACHES + VALUES

We have a set of common values that guide our work:

- A focus on **value for money**: our services are cost effective and very competitively price
- An emphasis on **communication and a partnership-based approach**: collaboration is central to our way of working, both internally and with clients
- A strong **client focus**: we understand the importance of ensuring that the work answers our client's questions and that it is specifically tailored to the context in which the work is taking place – we are not afraid to challenge the status quo but always respect our client's stated wishes
- The ability to be **flexible** and have rapid turnaround on projects with tight deadlines
- **Excellence** in all our work both directly in response to the client's needs, and in **adding value** to the programme outputs, for example, recommending **innovative** solutions that not only deal with the problem at hand, but provide a solid basis for future action
- Adherence to **ethical practice**
- **Evidence-based** and **practical**: we always apply a 'reality check' to our work
- Practising and promoting **sustainability** in all parts of our work.



CONTACT US

Please feel free to contact us should you wish to discuss any aspect of our work or if you have any questions about how we can help you.

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Pacific Drinking-Water Quality Consortium

Specialists in drinking-water safety and quality in the Pacific

WHO WE ARE

We are a group of drinking-water experts who have formed a consortium to provide a one-stop-shop to deliver specialist services for all drinking-water related matters. We have considerable experience and expertise in **drinking-water safety and quality, programme design, policy and evaluation**, and are **technical and operational specialists**.

Our Consortium members have significant experience working in the Pacific region and have completed work for organisations such as the World Health Organization (WHO), the Secretariat of the Pacific Community (SPC), New Zealand's Aid Programme managed by the Ministry of Foreign Affairs and Trade, Pacific Island governments, and the New Zealand Ministry of Health.

WHAT WE BRING

Allen + Clarke:

- Specialises in **policy and programme development and implementation, research and evaluation**, and the development of **legislation and regulations**
- Is highly experienced in the public health policy arena – on drinking-water safety and quality in particular
- Works extensively in the Pacific region across a broad range of health focused projects
- Has an in-depth understanding of Pacific communities and their regulatory environment
- Has experienced project and programme managers who have managed a diverse range of complex projects across a variety of sectors
- Is experienced in strengthening capacity and capability.



ALLEN+CLARKE

Sustainable Water Solutions:

- Provides **technical advice on developing and implementing drinking-water and sanitation programmes**
- Provides training to Pacific Island nations, the water industry, regulatory authorities, and other stakeholders
- Is an established technical drinking-water consultancy that provides technical advice to New Zealand's public health units
- Has managed and delivered key overseas projects for the WHO and New Zealand Ministry of Foreign Affairs and Trade's Pacific Island Capability programme.



**SUSTAINABLE
WATER
SOLUTIONS LTD**

Environmental Health Consulting:

- Specialises in **public and environmental health practice, science and regulation, and water safety planning and training**
- Is experienced in the drinking-water sector in the Pacific, particularly in field work
- Is experienced in effective stakeholder engagement and working closely with senior government officials, water supply operators, and landowners
- Has staff previously authorised by the New Zealand government to assess drinking-water suppliers and work with local stakeholders to develop solutions
- Has extensive experience working in New Zealand and with overseas communities, individuals, government departments, and local councils across all aspects of public health.



WE DEVELOP DRINKING-WATER POLICY + LEGISLATION

Allen + Clarke has substantial experience in policy development and developing regulatory and non-regulatory solutions. Allen + Clarke provides on-going drinking-water policy and regulatory advice to the New Zealand Ministry of Health, including advice to assist the Ministry with implementing the New Zealand technical drinking-water assistance programme. The programme advises and assists regional public health staff in undertaking their roles more effectively.

Allen + Clarke regularly reviews legislation and regulations and has developed new legislation on a range of public health matters in the Pacific. For example, we have developed public health legislation for Tonga and Papua New Guinea, produced new food safety regulations for the Cook Islands, Niue and Tuvalu, new alcohol control legislation for Tonga, and a new regulatory framework for Kiribati and Vanuatu for breast-milk substitutes.

WE PROVIDE TRAINING, CAPACITY BUILDING + COMMUNITY ENGAGEMENT

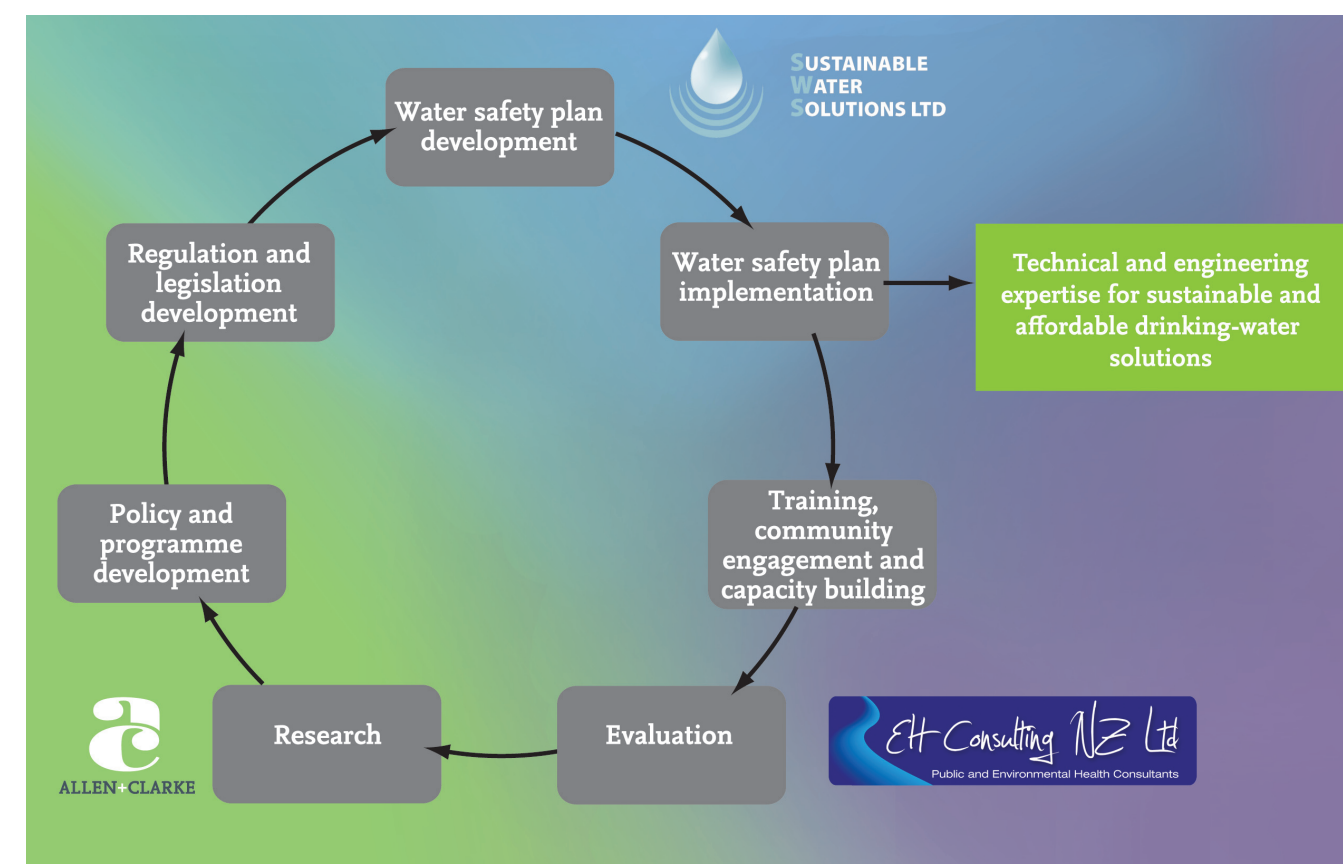
All members of the Consortium are highly experienced in stakeholder engagement and in the delivery of technical training to help build capacity and capability of community members, officials, and other stakeholders. We frequently work on projects that require direct engagement with a wide range of stakeholders. We understand the need to communicate sensitively and effectively with Pacific peoples. A number of general principles guide our work in this area, including:

- Respecting all participants in a project, understanding the individual aspirations and unique circumstances of the various indigenous peoples and communities, and providing opportunities for maximum participation by all stakeholders
- Using face-to-face approaches as much as possible and taking the time to listen to stakeholders
- Having cultural and personal respect for all those involved in projects, including by ensuring we comply with relevant protocols and customs.

WE CARRY OUT REVIEWS + EVALUATIONS

Allen + Clarke is highly experienced in designing, managing, and undertaking reviews and evaluations, and has completed substantial evaluation projects for the New Zealand and Australian governments. Our expertise includes all aspects of evaluation including fieldwork, research, consultation, analysis, and reporting to support long term service and programme improvements.

THE CONSORTIUM OFFERS A RANGE OF SERVICES FOR DRINKING-WATER SAFETY + QUALITY IN THE PACIFIC, INCLUDING...



The Consortium can also call on a large number of tried and tested engineers with whom we have established relationships – promoting access to a wider workforce of drinking-water experts for the Pacific region.

WE MANAGE + IMPLEMENT DRINKING-WATER PROGRAMMES

Allen + Clarke develops and implements programmes for and on behalf of governments and private businesses, and provides programme management and core project management services. These services include assisting with scoping and on-going planning for projects, managing the development and implementation of programmes, and co-ordinating review and evaluation steps.

Allen + Clarke currently leads the New Zealand Drinking-Water Assistance Support Programme on behalf of the New Zealand Ministry of Health. This programme promotes the provision of clean, healthy drinking water and is split into two components including capital assistance (government funding to small, deprived communities to help pay for the installation of clean drinking-water supplies) and technical assistance (assistance provided for upgrading, maintaining, and operating water supplies, managing public health risks, and complying with drinking-water standards).

Some examples of our programme work in the Pacific include programme design and implementation for the governments of the Cook Islands, Samoa, Solomon Islands, the Kingdom of Tonga, Tuvalu and Vanuatu for a comprehensive tobacco control programme, and establishment of a health promotion fund, including a governance and accountability framework, for the Kingdom of Tonga.

WE PROVIDE TECHNICAL ASSISTANCE + ENGINEERING EXPERTISE

SWS and EHC provide technical advice and assistance in all aspects of drinking-water monitoring, quality management, contamination, treatment, safety, risk, infrastructure operations, management, and compliance throughout New Zealand and the Pacific region. This includes:

- **Developing, assessing and implementing Water Safety Plans (WSPs).** For example, assisting Samoa, the Republic of the Marshall Islands, and the Cook Islands with their WSPs, conducting a WSP implementation audit on the Suva water supply, and developing a WSP implementation audit guideline for use in the Pacific for the WHO
- **Developing, implementing and promoting water and sanitation initiatives as part of donor and aid agency programmes, and providing technical leadership or on-going support to meet programme benchmarks.** For example, undertaking village water projects in Timor Leste which involved conducting water and sanitation needs assessments, peer reviewing infrastructure design options, assisting with the construction of infrastructure projects, and liaising between the villages, the UN, and donor agencies
- **Providing technical advice and support to develop and review strategic policies, drinking-water standards, compliance protocols, and implementing drinking-water legislation**
- **Providing drinking-water and sanitation disaster response.** For example, assisting in the Samoa tsunami response in 2009, which involved working with the Samoan Ministry of Health to advise and assist in the areas of disease control, water supplies, vector control, waste disposal, food safety, and general hygiene.