

Water for Homelands Fact Sheet: Service Provider Interviews and Survey

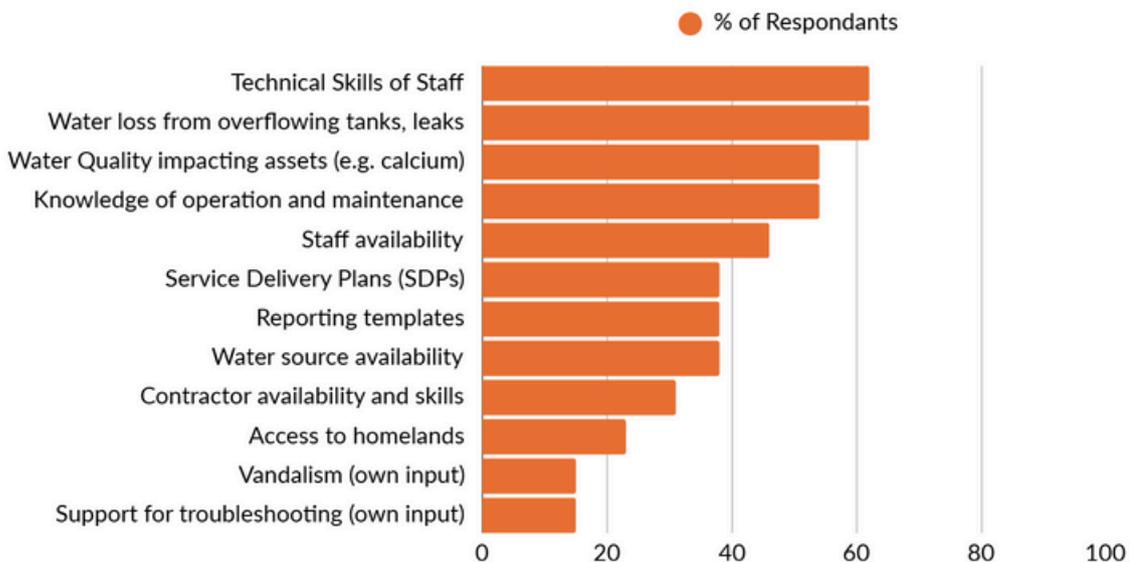
Surveys and in-depth interviews were conducted with Homeland Service Providers. The intent was to identify common causes of water supply issues, learn what works well on Homelands, understand supports needed to build capacity and capability, and use findings to inform a practical capacity-building approach.

8 services providers completed interviews (identified by NTG and AHNT)
7 completed the online survey
2 service providers completed both

Key Findings:

Technical Capacity	Resident engagement	Peer-to-peer learning
Limited technical water knowledge within service providers, & many are unsure where to source relevant and trusted information and technical advice	Importance of strong relationships and engagements between service providers and residents for improved service delivery outcomes	All service providers highlighted the need for opportunities for peer-to-peer learning with one another, particularly regarding problem solving

Service Provider Challenges:



Opportunity Areas:



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What We Heard

The below provides further information on the key findings from the interviews and surveys.

Technical and Risk

- Many service providers want to improve capacity but face **competing demands**.
- **Water quality concerns** exist, but there is **low understanding** of risks and no clear references.
- **Reactive, short-term fixes** are common due to limited budgets and restrictive contracting.
- Heavy **reliance on external contractors**, but contractor budgets are often fully spent.
- Limited use of **data**: only one service provider used existing data to address root causes.

“Remote monitoring also allows us to see issues early without having to travel to site to see the issue then return with parts later”

External Stakeholder Involvement

- Ongoing challenges **accessing and diversifying funding**.
- **“Surprise” infrastructure** (schools, clinics, ranger bases) use water but rarely contributes financially.
- Local contractors are valued, but procurement rules (multiple quotes) can **damage trust**.

Skill Building and Resilience

- Strong desire for **more training opportunities** and clear career pathways.
- **Asset management systems** are limited or non-existent.
- Risk of **knowledge loss** due to reliance on single individuals.
- Funding and **contract lengths** force short-term fixes that cost more in the long run.
- **Recruitment challenges**: finding skilled/licensed staff, even with basic requirements like a driver’s licence

“If I leave tomorrow then there is no database, because I am the database.”

End User Relationships

“Knowledge percolation back to residents would be a game changer – builds local knowledge, reduces cost, increases local ability to address issues.”

- **Residents play a critical role** in keeping systems running – including reporting issues, basic maintenance, managing use.
- Residents often **unclear about funding allocations** (CAPEX vs OPEX).
- More than half of the service providers had developed **visual troubleshooting guides** to support resident-led maintenance.
- **Policy/government changes are not visible** to residents, leaving service providers having to communicate these.