



Site tours / excursion guidelines

These guidelines have been designed to prepare you for your tour with Westernport Water.

We encourage schools and community groups to apply for a tour of our treatment plants. To help ensure your tour goes smoothly, we would like you to take note of the following and pass on the below information to all tour participants.

Tour and booking information

Tours and excursions:

- are free of charge
- will only be conducted between the hours of 10am and 3pm, or by arrangement
- take approximately 1 hour, depending on site and individual group requirements
- must be booked using an online booking form at least 4 weeks in advance
- are available for students in Grade 1 and above, with appropriate supervision.

Submitting a booking form **does not** confirm a booking. We will contact you to discuss your request once received.

Once your booking has been approved, an **Excursion and Tour Indemnity Form** *must be* signed and completed by all participants or their parent/guardian (if participants are under 18 years) and returned a week prior to your tour.

Prior to your tour

- Two days prior to the tour, the key contact must provide a **list of persons attending**. If any participants are under 16 years of age, grade level or age info must also be supplied.
- Please notify us during the booking process if morning tea/lunch breaks are required.

Group information *

* Please contact us to discuss your group's specific requirements

Group type	Minimum group size	Maximum group size
Community Group	10 people	15 people (approx)
School Tour	10 students	25 students (plus teachers and supervising adults)

Students supervision ratios

- The following student/adult ratios must be observed during your visit:

Group type	Teacher / Supervising Adult
Primary School (aged 6 - 12)	1 x teacher per group + 1 x extra adult per 10 students
Secondary School (aged 12+)	1 x teacher per group + 1 x extra adult per 15 students

Safety and Induction

We are committed to keeping our staff and all visitors to our sites safe. All instructions are to be followed and signage is to be obeyed at all times. Visitors must report all incidents to Westernport Water staff and their group leader immediately.

Site Induction

A site specific induction will take place at the start of the tour. This will include:

- a description of emergency evacuation procedures, assembly points and alarms
- a description of no go zones and no touch areas (eg. working factory zones, chemicals, clarifier water, faecal contaminant etc)
- provision of hi-vis vests upon arrival. These **must be** worn at all times on site.

Child Safety Standards

All Westernport Water (WPW) employees, volunteers, identified contractors and consultants with child facing responsibilities are required to observe child safe principles and expectations for appropriate behaviour towards and in the company of children and young people, and be committed to their safety, participation, wellbeing, and empowerment.

A copy of the WPW Child Safety Policy and Child Safety Code of Conduct can be provided upon request.

What to wear and bring

Footwear

- Sturdy, sensible shoes with fully covered toes must be worn at all times. Acceptable shoes include sneakers, sandshoes, Blundstone boots, and hiking boots. Unacceptable shoes include (but are not limited to) ballet flats, thongs, sandals, and heels.
- Any visitors who wear heels or open footwear (thongs, sandals etc.) **will not** be permitted on site.

Clothing

- Parts of the tour may be outside. Weather appropriate clothing/hats/sunscreen/umbrellas are recommended. (Long-ongs preferred if possible)

Bags and other possessions

- Most sites/tours include accessing small rooms and walkways, so large bags and backpacks should be left in your vehicle.
- Loose items **must be** secured at all times. Westernport Water is not responsible for damage to or loss of visitor property.

Behaviour/supervision

School groups, teachers and accompanying adults are expected to **actively supervise students at all times**, and at no point, leave the students unsupervised. Supervision and discipline is the school's responsibility and not the responsibility of Westernport Water's staff. The group is to stay together at all times.

Participants **must not run on site or climb on fixtures**. We reserve the right to cancel a booked tour, and will ask individuals or groups to leave the site immediately if any action or behaviour is deemed unsafe.

Accessibility

Tours of operational industrial sites may require you to navigate a number of stairs, narrow walkways and/or uneven ground. Please consider your own mobility when booking a tour. Some tours are not suitable for those with a walking disability (i.e. requiring a wheelchair, walking frame or similar aid). Please chat to our team to see how we can accommodate your unique needs.

Arrival and departure

On arrival

Please provide the finalised list of participants, so a head count can be done prior to the tour commencing and at the completion of the tour.

Location and parking

You will be provided with site specific location and parking information prior to your tour date, once your booking is confirmed.

Bus parking is located at each site. Car parking on site is limited to 10 spaces, so carpooling/bus is highly recommended.

Changes or cancellations

Please notify Westernport Water of any changes or cancellations to your booking at least 48 hours prior to your visit.

Our water and wastewater treatment plants are operational sites providing an essential service. Plant operating requirements must take precedence over a tour. Every care will be taken to ensure that a tour proceeds as planned, however Westernport Water reserves the right to alter a tour, a route, or cancel a tour without notice.

Visits cancelled due to unsuitable weather or operational requirements may be rescheduled to the next available day.

CONTACT & BOOKINGS

For all tour / excursions enquiries please contact our Communications and Engagement Team.

 1300 720 711

 communications@westernportwater.com.au

For all tour / excursions bookings:

www.westernportwater.com.au/learning-centre/education/school-excursions-incursions/