


Western Treatment Plant

Participant Venue and Safety Information

Please follow these important actions for your tour:

- Ensure all visitors wear long pants, long sleeves and flat enclosed shoes.
- Read and pass on this information to all WTP adult tour participants.
- Return a signed copy of the attached form at least one week prior to your arrival.
- On arrival, report to the Education Centre and check in.

Site clothing and safety	<p>All visitors to the Western Treatment Plant must wear the following essential clothing while on site:</p> <ul style="list-style-type: none"> • Flat, enclosed footwear, long pants and long sleeves only. Sandals or thongs are not permitted on-site. • A high-visibility vest will be provided for all participants exiting the bus in an operational area. <p><i>Failure to comply with the above clothing requirements can result in exclusion of participants from exiting the bus on tour.</i></p> <p>Visitors must be over the age of 18 to participate in this tour and Melbourne Water has sole discretion to refuse access to the site at any time.</p> <p>The site is a declared Wildlife Sanctuary and you must not handle, capture or disturb any animals or birds on site.</p> <p>Participants should also bring:</p> <ul style="list-style-type: none"> • Clothing appropriate to protect against weather including sunscreen, hat and raincoat or rain jacket (as required). • First Aid Kit.
Extreme Weather	<p>Western Treatment Plant tours will be cancelled on "Total Fire Ban", "Extreme" and "Catastrophic" Fire Danger Rating Days.</p> <p>If the EPA website declares a day of poor, very poor or extremely poor air quality then all Western Treatment Plant visits will be cancelled.</p>
Accessibility	<p>Tours of the Western Treatment Plant will include stops where participants exit the bus. If you use a mobility aid such as a wheelchair or scooter, please check with your tour group organiser so they can provide appropriate transport to and around the Western Treatment Plant.</p> <p>Ramps and toilets are accessible to wheelchair and/or other mobility aids.</p> <p>Hearing loop is installed in the Education Centre and inside the tour bus, your tour group organiser must request a public address system (microphone and speakers).</p> <p>Assistance dogs are welcome at the Western Treatment Plant.</p> <p>In addition:</p>

	<ul style="list-style-type: none"> handlers are required to carry evidence that the dog is an assistance dog i.e. an identification card issued for the animal by an accredited assistance dog training provider. Dogs are to remain in vehicles. If not possible, the dog must always be on a leash and under strict control by the handler. Dog droppings to be removed from the Site. Dogs must not frighten or endanger native wildlife or be aggressive towards other participants. <p>Most roads are not sealed and some tour exit points are not flat - please contact us if you have support requirements.</p>
Emergencies	<p>In the event of an emergency in or around the education centre you will be directed by a warden to an evacuation point (identified by staff with yellow/red/white hats).</p> <p>For life threatening emergencies call 000 and quote the emergency marker of the gate you have entered from.</p> <p>Proceed to contact the Western Treatment Plant Operations on 03 8734 4222.</p>
Public liability cover	<p>Melbourne Water has the appropriate public liability cover.</p> <p>Melbourne Water will not accept any liability for any personal injury or property damage sustained by participants.</p> <p>You agree to indemnify and keep indemnified Melbourne Water and its Personnel from and against all claims, liabilities, losses, damages, costs or expenses arising from or in connection with accessing the Site or a breach of these conditions by participants.</p> <p>You release Melbourne Water from all claims of any kind (including claims for personal injury or damage to property) and from liability which may arise in connection with participants accessing the Site.</p>
Cancellation	<p>Melbourne Water may cancel a bus tour at any time without notice and without providing reasons.</p> <p>Melbourne Water will also cancel tours during the visit if participants fail to comply with the conditions outlined in this document.</p> <p>In the event you need to cancel your booking then a cancellation fee of \$200.00 will be applied with less than 5 business days' notice. For further information please refer to the Terms and Conditions in your confirmation email.</p>
Contact details 	<p>Organisation: Melbourne Water</p> <p>Mailing address: PO Box 4342, Melbourne, VIC 3001</p> <p>Street address: Melbourne Water-Western Treatment Plant Main Office, Metropolitan Farm Rd, Cocoroc VIC 3030</p> <p>Phone: 13 17 22 and ask to be connected to the Water Literacy Team</p> <p>Web: Western Treatment Plant and sewage treatment Melbourne Water</p>

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Potential Risks & Hazards	Responsibility	Control Strategies
Bushfires	Melbourne Water staff	<ul style="list-style-type: none"> Visits will be cancelled in the event of an "Extreme" or "Catastrophic" fire danger rating or a Total Fire Ban weather forecast. Emergency evacuation plans will be implemented.
Avian Influenza All visitors	All visitors	<ul style="list-style-type: none"> All visitors advised to avoid contact with wild birds or wildlife and maintain good hand hygiene.
Environment, animals and birds	All visitors	<ul style="list-style-type: none"> Exercise caution as animals, birds, reptiles and insects are present on site. All visitors advised to avoid contact with wild birds or wildlife and maintain good hand hygiene. Do not remove any soil, plants or other organic matter on site. No domestic animals on site (certified assistance dogs allowed) Do not handle sick or dead birds. If you see any sick or injured animals onsite keep a safe distance and contact the Melbourne Water staff leading the tour.
COVID Safety	All visitors	<ul style="list-style-type: none"> Everyone is to adhere to the Stay Safe Directions (Victoria) currently in force Pandemic Order Register health.vic.gov.au No-one is to visit when unwell. Practise good hygiene - sanitise hands frequently, cover your mouth when coughing, avoid touching your eyes, nose and mouth. If visitors don't comply with these conditions, then they will be asked to leave for the safety of all visitors.
Injuries caused by road accidents	All visitors	<ul style="list-style-type: none"> Licensed and competent driver. Failure to comply can result in the full cancellation of the tour. Passengers must wear seat belts if available. All bags must be on laps or underneath seats. Buses must park in the appropriate parking area.

		<ul style="list-style-type: none"> • Use designated walking paths at a walking pace only. • Do not get close to the lagoon ponds. There is a risk of slipping into the ponds. • Do not attempt to drive through flooded roads.
Injuries caused by trips, slips and falls or bites and stings	All visitors	<ul style="list-style-type: none"> • All visitors must only wear flat, enclosed shoes, long pants and long sleeves. • Use designated walking paths at a walking pace only. • No running.
Site evacuation	Melbourne Water staff	<ul style="list-style-type: none"> • Safety briefing by trained Melbourne Water staff informing visitors of site emergency plan. • Consult with bus drivers on arrival outlining the safety evacuations plan.
Potential for microbial infection	All visitors	<ul style="list-style-type: none"> • Avoid all contact with sewage as volumes can be deep (up to 8 metres) and contain pathogens • Recycled water contact must be prevented as it contains some pathogens. • No eating or drinking during the bus tour. • Exercise caution around lagoons as drying sludge can appear solid but could give way. • Ensure any open wounds are covered. • Wash hands with soap and water at the end of the tour and before eating.
Exposure to sun, wind and rain	All visitors	<ul style="list-style-type: none"> • Application of sunscreen and the wearing of hats and/or raincoats are recommended. • Group will stay in bus during inclement weather.
	Melbourne Water staff	<ul style="list-style-type: none"> • Tour may be cancelled in the case of extreme weather conditions.
Bus breakdown	Melbourne Water staff	<ul style="list-style-type: none"> • Adherence to instructions from Melbourne Water staff. • If people need to exit the bus, make sure it is safe before proceeding.
Chlorine Leak	Melbourne Water staff	<ul style="list-style-type: none"> • An alarm will sound in the event of an emergency. • All Melbourne Water staff have been site inducted and are aware of the emergency plan. • Direct bus away (map of evacuation points attached).

Injuries caused by climbing, touching electrical equipment, sharp objects, trips and falls	Melbourne Water staff	<ul style="list-style-type: none">• Brief visitors to any potential hazards and risks.
	All visitors	<ul style="list-style-type: none">• Adherence to verbal and written instructions, as given by Melbourne Water staff.• All visitors must wear flat, enclosed shoes, long pants and long sleeves.• Keep away from all equipment on site.• Do not enter any confined areas.

This form needs to be signed the group leader and all individuals over 18 years, prior to activities commencing at the Western Treatment Plant.

Ensure all visitors wear long pants, long sleeves and flat enclosed shoes.

I will be supervising the group from _____ (organisation) during the tour of the Western Treatment Plant on ____/____/____. I acknowledge that I have read, understood and agree to the above conditions of entry. I will be held responsible for the actions and safety of the associated parties.

Name	Organisation	Role	Signature

[illegible]

