



PRELIMINARY VISITOR ADVICE and BOOKING REQUEST

TOUR / VISIT TO LOWER MURRAY WATER'S WATER TREATMENT PLANT

Thank you for your enquiry regarding a tour/visit to our Water Treatment Plant. Before we can confirm arrangements for your visit, there are a number of matters you need to be aware of and some information we require from you. We regret it is unlikely that we can arrange tours with less than two weeks' notice.

Lower Murray Water's Treatment Plants are active work sites and appropriate precautions need to be taken to keep visitors safe, and to ensure there is no disruption to the operation of the plant or site.

There are a number of precautions that we insist are followed in order to reduce the risk of injury when visiting the Water Treatment Plant. These must be adhered to at all times and any visitor not complying will be asked to leave the site immediately so as not to compromise their own safety or the safety of others. This may result in the tour being discontinued.

Please be aware it is your responsibility to ensure that all members of your tour group have a copy of the information contained here. Additional copies of this document are available upon request.

1. Tours will be ONLY conducted at pre-arranged times:
 - a. March to October - between the hours of 9:00am and 3:00pm on weekdays (ie: tours must be concluded by 3:00pm)
 - b. November to February - between the hours of 9:00am to 11:00am on weekdays (ie: tours must be concluded by 11:00am)
2. If your proposed group involves children under 16 years of age, the following student:teacher/carer ratio must be observed during your visit - 1:10 - one responsible adult group leader per 10 students, or part thereof (eg: 24 students require 3 adults). Teachers/carers are responsible for the care and conduct of students while on site
3. Special arrangements are required for groups who wish to have more than 30 participants in total tour the facility; and additional notice time must be allowed for scheduling
4. A complete and accurate list of all those within your tour group must be provided to the LMW representative before the tour will commence. If children under 16 years are involved, this list must also indicate which visitors are children. In the case of an emergency, it is also helpful if the list shows "male" or "female" (*particularly where the name can be applied to both males and females eg: Chris or Sam, or is ambiguous*)

Signed: _____

5. Upon commencement of the tour/visit, the LMW representative will provide details of areas that your group is not permitted to enter; and any hazard information. Under no circumstances should these instructions be ignored. Any breach of this may result in the tour being discontinued
6. The group must remain together at all times and in full view of the LMW representative. Adequate supervision must be supplied by your tour group to ensure this can be achieved
7. No food or drink (including chewing gum) is permitted to be brought on site and there is strictly NO SMOKING on site
8. The site includes elevated walkways, stairs and floor grating, with some areas including open water tanks. These structures should be taken into consideration when assessing the suitability of this site for your group. This is explained in more detail on page 3
9. Enclosed, flat shoes must be worn for the duration of the tour
10. Pipes, valves, controls and/or other operating infrastructure must not be touched
11. Staff may request to take photographs for use in current and future promotions which include LMW's website, other social media applications, printed in information brochures or other promotional materials such as posters, newsletter, project/event flyers.
12. Upon leaving the site, all visitors are to clean their hands with the anti-bacterial gel supplied by LMW

Signed: _____

LMW is committed to protecting personal information provided by you in accordance with the principles of the Victorian privacy laws. The information you provide will be used to provide water and sewer services and will generally be made available to employees/contractors to allow services to be provided to you. If all of the requested information is not provided, LMW will be unable to process your request/application. You may access the information you have provided to LMW by emailing us at privacy@lmw.vic.gov.au.

PRELIMINARY VISITOR ADVICE and BOOKING REQUEST
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WATER TREATMENT PLANT

What are the potential hazards associated with touring the Water Treatment Plant?

In general, there are limited risks involved when touring the Water Treatment Plant and Lower Murray Water (LMW) take all care when escorting visitors. However visitors should be mindful of the following possible hazards and take these into account when determining the suitability of the Water Treatment Plant as a tour location for your particular group.

Slips, trips and falls:

The access surfaces of the Water Treatment Plant include bitumen, concrete, bare earth, elevated walkways, stairs and floor grating. There is the potential for people to trip on these surfaces, particularly the very young or the elderly.

To assist in minimising the possibility of slips, trips and falls, Lower Murray Water insists all visitors wear enclosed, flat shoes for the duration of the tour; and asks that visitors move slowly around the Plant, using hand rails where provided.

Chemical contact:

A number of chemicals are used in the water treatment process and it is highly unlikely visitors to the Plant will come into direct contact with any of these chemicals. By following the LMW representative's instructions at all times and by not entering any unauthorised area, visitor safety can be maintained.

Open water tanks:

The tour will take visitors over open water tanks, via elevated walkways. Handrails are fixed to all elevated walkways, however there is the potential for people to slip through these, particularly small children. Visitors should also take care that belongings (cameras, hats, phones etc) do not fall into the tanks. If items do fall into tanks, they are not able to be returned to you.

In addition to all visitors moving slowly around the Plant using the handrails where fitted and being mindful of their surroundings at all times, to assist in mitigating any risk Lower Murray Water insist that children be supervised with a minimum of one adult to every 10 children or part thereof.

How can visitors reduce their risk of injury?

Safety precautions that should be followed include:

- Remain with, and listen to, the LMW representative
- Follow all instructions given by the LMW representative at all times and do not enter any unauthorised area
- Refrain from running. Move slowly around the Plant, being mindful of your surroundings
- Use handrails and other safety devices where provided
- Supervise children closely
- Wear enclosed, flat shoes
- Wear suitable clothing for outdoors
- Refrain from climbing on any railings or infrastructure

Signed: _____

BOOKING REQUEST
TOUR / VISIT TO LOWER MURRAY WATER'S
WATER TREATMENT PLANT

In order to make a booking to visit/tour the Water Treatment Plant, LMW requires you to complete the following information and return it with a signed copy of the above three pages, to indicate your understanding of the terms and conditions outlined.

Please complete and return all pages to Lower Murray Water, as below:

Lower Murray Water
Customer & Stakeholder - Communications Department
PO Box 1438, Mildura Vic 3502
Fax: (03) 5051 3480
Email: comms@lmw.vic.gov.au

| | | |
|--|--|----------------------------|
| Organisation Name: | | |
| Primary <i>tour</i> contact name: (person of responsibility on day of tour) | | |
| Position: | | |
| Address: | | |
| Phone Number(s): | | |
| Email address: | | |
| Requested visit date: | | |
| Requested visit time: | | |
| Total number of people attending (Maximum of 30 per group): | 1 st preference | 2 nd preference |
| Total number of children (under 16 years) included in the above: | 1 st preference | 2 nd preference |
| Age group of students attending (if appropriate): | | |
| Consent given for photographs to be taken | Yes <input type="checkbox"/> No <input type="checkbox"/> | |

In signing below, I _____ confirm:
(name)

- Our organisation/group understands, accepts and agrees to the Terms & Conditions of visiting the Water Treatment Plant (as shown on Pages 1 and 2);
- I will take responsibility for providing each member of our group over 16 years with Pages 1 and 2 of this document prior to the day of the tour and verbally convey all parts of this document to participants under 16 years of age for whom I, or another authorised group leader, is responsible for during the tour;
- I am authorised by the above organisation to make this booking

Signed: _____

Authorised Position (if applicable): _____