



## Lower Murray Water Site Tour Booking Request Form

Thank you for your interest in Lower Murray Water (LMW) and our operations. Please complete and return this form to [comms@lmw.vic.gov.au](mailto:comms@lmw.vic.gov.au) or our front office at least two weeks before your preferred tour date.

### Things to know

LMW has several sites that can be toured across our service region. Tours are free, however must be booked at least two weeks in advance. We do not supply transport to our sites. School staff are required to accompany students at the relevant ratio.

Our tours are suitable for primary school students from grade two up to year 12 and tertiary students as well as community groups. Tours can be arranged for up to 30 people at a time.

The tours generally run for 45 minutes to one hour and are led by one of our Water Treatment Plant Operators and our Engagement Officer.

From March to October, tours can be held between 9am and 3pm on weekdays. From November to February, tours can be held between 9am and 11am on weekdays.

There are bathroom facilities at each site.

### Tour sites

#### Mildura/Robinvale locations

- Seventh Street Water Treatment Plant
- Mildura West Water Treatment Plant
- Red Cliffs Water Treatment Plant and Pump Station
- Robinvale Water Treatment Plant

#### Swan Hill/Kerang locations

- Swan Hill Water Treatment Plant
- Kerang Water Treatment Plant

Please contact [comms@lmw.vic.gov.au](mailto:comms@lmw.vic.gov.au) if you are interested in touring a LMW site that is not listed.

Please note site locations are subject to availability and can be changed with little notice given due to operational requirements (e.g. breakdown or electrical issue), LMW will endeavour to provide the booking group as much notice as it can for change of venue or cancellation.

### On the day

Students will receive a booklet which includes a diagram of the treatment and filtration process, facts about the region and the treatment cycle and some basic questions.

All tours begin with a short safety induction performed by the treatment plant tour guide.

The tour then includes:

- Walking above the sedimentation tanks and learning about the first stage of the water treatment process. Students will see where the river water comes up from and how long this process takes.
- LMW staff will explain each of the chemicals that treat the water.
- Students/visitors will see the UV disinfection and storage tanks.
- LMW staff will then explain where the water goes from the plant and how pressure is created in our taps.

## Safety information

Lower Murray Water treatment plants are active work sites and appropriate measures need to be taken to keep visitors and staff safe and ensure there is no disruption to the operation of the plant or site.

Students / tour participants should be briefed on pages 3 and 4 of this document before the tour commences. All visitors must follow the precautions below. If not, they will be asked to leave the site immediately for their own safety and the safety of others.

**Group size:** If your group includes people under 16 years of age, a ratio of 1:10 (student: teacher/carer) must be observed during the tour, or part thereof (e.g., 24 students require 3 adults). Teachers/carers are responsible for the care and conduct of students while on site.

Special arrangements will need to be made for groups of more than 30 participants in total.

**Participants' details:** A complete and accurate list of tour group members must be provided to LMW before the tour commences. If the group members are under 16, please include their gender.

**Non permitted areas:** At the beginning of the tour, LMW staff will outline which areas you are not permitted to enter and any hazard information. All group members must stay together and in full view of LMW staff.

**Safety induction:** Students will need to adhere to all safety instructions.

**Eating and drinking is not permitted:** No eating (including chewing gum) on site and only water is permitted to drink. Please dispose of any rubbish in the bins supplied.

**Strictly no smoking:** There is strictly no smoking anywhere on the site.

**Watch your step:** Many of our sites include elevated walkways, stairs, floor grating and open water tanks. Please consider this when assessing the suitability of this tour for your group. See more details on page 3.

**Appropriate footwear:** All tour participants must wear enclosed, flat shoes.

**Keep your hands to yourself:** As tempting as it may be, do not touch the pipes, valves, controls, buttons, and other operating infrastructure.

**Photography consent:** LMW staff may request to take photographs to use for communications and promotions including on LMW's website, social media, newsletters, and event flyers. Please notify an LMW staff member if any children do not have photo permissions.

**Accessibility:** Each of our water treatment plants require the use of stairs.

**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 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 group. Those under 16 years of age must be supervised with a minimum of one adult to every 10 children or part thereof.

**Some of the risks include:**

- **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. To help minimise the possibility, LMW requires all visitors to wear enclosed, flat shoes for the duration of the tour and asks that visitors move slowly around the Plant and use handrails where provided.
- **Chemical contact:** Several chemicals are used in the water treatment process, and it is unlikely visitors to the Plant will come into direct contact with any of these chemicals, please follow LMW staff instructions and do not enter unauthorised areas.
- **Open water tanks:** The tour includes access via elevated walkways over open water tanks, via elevated walkways. Handrails are fixed to all elevated walkways, please always keep within the handrails. As this tour includes the viewing of open tanks, please ensure all personal are kept safe. In the event of any loss of personal items, LMW does not accept any liability including but not limited to phones, hats, cameras etc.

**How can visitors reduce their risk of injury?**

Visitors must follow all safety precautions, including:

- Always remain with a LMW staff member
- Following all instructions given by LMW staff
- Not entering any unauthorised areas
- Moving slowly around the Plant
- Using handrails and other safety devices were provided
- Supervising children closely
- Wearing enclosed, flat shoes
- Wearing suitable clothing for outdoors
- Refraining from climbing on any railings or infrastructure

**Contact details for the tour**

Organisation name	
Primary contact name	
Primary contact position	
Direct contact number	
Email address	
Preferred tour site	
Number of tour group members	
Number of tour group members under 16	
Number of tour supervisors (Please note that for those under the age of 16 there must be a 1:10 ratio of students and supervisors)	
Proposed date/s	____/____/____
Proposed duration of tour	
Expected time of arrival	
Expected time of departure	
Photography permissions consent for students	Yes No

In signing below, I \_\_\_\_\_ confirm:

Our organisation/group understands, accepts and agrees to the Terms & Conditions of visiting the Water Treatment Plant (as shown on Pages 1 & 2):

I will take responsibility for providing each member of our group over 16 years with Pages 2 and 3 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 on to make this booking.

Signed: \_\_\_\_\_

Authorised Position (if applicable): \_\_\_\_\_

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 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](mailto:privacy@lmw.vic.gov.au)