

Water Treatment Plant tour guidelines

These guidelines have been developed to inform you about the site tour Riverina Water offers and help prepare you for your visit.

Tour and booking information

Tours and excursions:

- › take approximately 1 hour, depending on site and individual group requirements
- › will only be conducted between the hours of **10am-2pm**, unless by special arrangement
- › can only be conducted during the months of **March, April, May, and September, October, November**, subject to staff availability and/or plant maintenance
- › requests for tours must be made by Riverina Water's website, no less than a month in advance
- › for school groups are available only for students in year 5 or above, with appropriate supervision.
- › are free of charge

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

Riverina Water will complete a risk assessment for each tour and a copy will be provided to your group.



Group limits*

Group type	Minimum size	Maximum
School	10	25 (plus school staff)
Community	10	15

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

School supervision ratios

Group type	Supervision
Primary	2 school staff per group 1 extra adult if group size is over 20
Secondary	2 school staff per group

Prior to your tour

Once your request has been approved and a tour date set, a signed **Tour Agreement Form** along with **a list of persons attending** must be completed by your group representative on behalf of the group and returned at least two business days prior to the tour.

Safety and induction

The Wagga Water Treatment Plant area is a work site, and due care is to be exercised:

- › in the vicinity of pumps, machinery and vehicles, which may start up at any time.
- › on walkways, stairways and near the water's edge.
- › where noise levels may present a risk, in which case ear plugs/muffs are to be worn.

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 Riverina Water staff and their group leader immediately.

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 zones, chemicals, clarifier water etc)
- › **Riverina Water will provide hi-vis vests for all visitors upon arrival.** These must be worn at all times on the site and returned on departure.



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-sleeves preferred if possible).

Bags and other possessions: 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. Riverina Water is not responsible for damage to or loss of visitor property.

Toilet facilities: Toilets are available onsite but are limited in the tour area. School group teachers must escort students individually. Schools are advised to facilitate a toilet break before arrival to minimise disruption.

Behaviour/supervision

School groups, school staff 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 Riverina Water's staff. The group is to stay together at all times unless directed.

Participants must not run on site or climb on fixtures. We reserve the right to cease or cancel a 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 the mobility of visitors when requesting a tour. Tours may not be suitable for those with a walking disability (ie requiring a wheelchair, walking frame or similar aid). Please discuss with our team to see how we can accommodate your unique needs.

Arrival and departure

On arrival, please provide an updated 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 available. Car parking on site is limited, so carpooling or travelling by bus are highly recommended.

Transport must be available to take school groups from the site at the conclusion of a tour.

If buses are used, it is preferred the driver and vehicle stay onsite for the duration of the tour.

Changes or cancellations

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

Our water treatment plant is an operational site providing an essential service. Plant operating requirements will take precedence. Every care will be taken to ensure that a tour proceeds as planned, however, Riverina Water reserves the right to alter or cancel a tour without notice. Visits cancelled due to unsuitable weather or operational requirements may be rescheduled to the next available day.

Contact and bookings

All tour/excursion requests should be made online at rwcc.nsw.gov.au/tours

Questions or other enquiries can be made to our Communications and Engagement Officer on community@rwcc.nsw.gov.au or 6922 0608.