



APPLICATION FORM

Guided tours of Gippsland Water facilities

Name of organisation: _____

CONTACT DETAILS

Contact name: _____

Phone number: _____

Address: _____

Email (optional): _____

Number of people attending tour (maximum 25 people per group): _____

- Age of participants:
- 5 – 10 years old
 - 10 – 15 years old
 - 15 – 20 years old
 - 20 – 25 years old
 - 25 and above

Number of supervisors accompanying tour (guidelines attached): _____

Preferred dates of tour (minimum of three weeks notice required):

*Preferred days and times for Gippsland Water tours are between 11am – 3pm Tuesdays, Wednesdays and Thursdays. **No more than one tour can run per day.***

Preferred time of tour (tours run approximately one hour). **Tour cannot start later than 3pm:**

- 11am – 12pm
- 12pm – 1pm
- 1pm – 2pm
- 2pm – 3pm



Preferred tour destination (e.g. Traralgon, Moe, Warragul, Sale):

Preferred tour type:

- Water Treatment Plant
 Wastewater Treatment Plant*

Please note that Gippsland Water regulations restrict visits to wastewater treatment plants to persons 15 years of age and under. Please refer to the **Site Guidelines and Regulations in this document for further details.*

Are there any specific topics you would like Gippsland Water to cover to make the tour more relevant to your group? (e.g., what treatment products are used, what scientific processes are involved, etc.). **If so, please specify below:**

Does your group have any special requirements or needs to make the tour more satisfactory? Please note that treatment plant facilities are not suitable for access by those with a walking disability (i.e. requiring a wheelchair, walking frame or similar aid). Please see the *Site Guidelines and Regulations* for more information. **Please specify:**

IMPORTANT:

- **Group leaders need to fill out the attendance sheet provided in this information pack, and hand this to their tour guides on the day of the tour.**
- **Please carefully read the *Site Guidelines and Regulations* on the following pages and sign the document.**

SITE GUIDELINES AND REGULATIONS

- With the safety and comfort of the public in mind, Gippsland Water wishes to advise that its treatment plant facilities are not suitable for those with a walking disability (i.e. requiring a wheelchair, walking frame or similar aid). Please contact Gippsland Water to enquire about presentations or alternative activities that can be arranged. The Public Relations team is available to speak to any public group on a range of topics.
- To minimise health risks and to ensure safety, children 15 years of age and under are not permitted to attend tours of wastewater treatment plants. Research has identified that this age group is more prone to illness and infection as their immune system is not fully developed. People who take immune suppressant drugs should also be advised of the risk to their health before attending the tour.
- For group tours, the ratio of adults to children in and below Year 8 is 1:6; this does not include Gippsland Water employees. For children in Years 9– 12, a ratio of 1:15 is required. Group leaders are expected to supervise children at all times and at no point leave children unsupervised.
- Gippsland Water can facilitate a maximum of 25 people per day for a tour; groups of 15 and above are separated into two different groups for the tour.
- Any children on the tour will need to fill out appropriate parental permission slips (to be arranged by the visiting group).
- All tours are subject to weather and site conditions. The tour operator has the right to cancel or postpone the tour if the weather is inappropriate. All tours are subject to operational availability.
- All tours are to be conducted in daylight during normal business hours and must not start later than 3pm. A maximum of one tour can be run per day. Please contact Gippsland Water if you have any special requirements.
- All tour participants will be inducted onto the site, prior to the tour commencing. This induction will alert participants to the site's hazards and risks. It will also outline what to do in case of an emergency.
- No food, drink or chewing gum is allowed on the site. All backpacks and loose items (such as pens) must be left on the bus for the duration of the tour.
- To ensure group safety, all tour participants must wear appropriate clothing, e.g., flat soled fully enclosed shoes, (no sandals) and no loose clothing. Long hair must also be tied back or held secure in some other manner. Those who do not wear appropriate attire will be refused entry into the tour.

Please return to: Gippsland Water
Public Relations
PO BOX 348
Traralgon VIC 3844

By fax: (03) 5174 0103
Further enquiries: 1800 066 401



- The tour operator has the right to cancel the tour, and ask individuals or groups to leave the site immediately if any action or behaviour is deemed unsafe.
- Prior to the tour, all groups must have read the *Site Guidelines and Regulations*. On arrival at the site, the group must hand in a full list of attendants to the tour operator.
- Visitors must obey all directions given by Gippsland Water officers.
- Visitors must not enter any area without the express permission of Gippsland Water officers.
- Visitors acknowledge that hazardous conditions exist on site and any unusual hazard must be reported immediately to Gippsland Water officers.
- Gippsland Water accepts no responsibility for damage or injury by hazards on the site. Visitors must be aware of the following:
 - Septic or toxic liquids – do not touch or drink any water or other liquids
 - Fences, structures or buildings – do not touch or enter without the express permission of Gippsland Water officers
 - Plant and equipment – do not touch or operate
 - Land conditions – do not leave maintained roads, paths or tracks without the express approval of Gippsland Water officers
- All wastewater treatment plant tour participants are required to wash their hands after the tour has finished.
- Visitors acknowledge that they:
 - have read, understand and accept the above conditions of entry; and
 - visitors enter the site at their own risk.

I have read the Site Guidelines and Regulations for Gippsland Water guided group tours. I fully understand and agree to all the terms and conditions outlined in the pre-tour information pack.

Signed: _____ **Date:** _____

Name: _____

Position: _____

Please retain a copy of the application form and Site Guidelines and Regulations for your reference



TOUR CHECKLIST

Gippsland Water has provided a checklist for groups and schools to follow, to ensure that their visit to a Gippsland Water facility is safe and enjoyable.

BEFORE TOUR

1. I have filled out the appropriate application forms
2. All participants have read the *Site Guidelines and Regulations*
3. All participants understand the risks associated with the tour
4. A maximum of 25 people is attending tour with appropriate supervision
5. If visiting a wastewater treatment plant, no participant is under 15 years of age
6. All children on tour have parental permission
7. All participants are in appropriate clothing
8. A full list of attendants' names has been produced for the tour operator
9. Loose items, backpacks, walkmans and books etc., have been left on the bus
10. No person on the tour has any food or chewing gum
11. Group has completed site induction

AFTER COMPLETION OF TOUR

12. All participants have washed their hands after tour is completed
13. All participants have filled out the evaluation form



EVALUATION OF GIPPSLAND WATER TOUR

Name: _____

Group/School: _____

Please tick the box that best represents your opinion of the visit to this Gippsland Water facility:

- I really enjoyed the tour
I thought the tour was good
I didn't like the tour

The information provided on the tour was relevant and informative:

- Yes
No

Please tick the box that best represents how well you could hear the tour:

- I always heard what they said
Sometimes I couldn't hear what they were saying
I could never hear what they were saying

Do you have any suggestions to further improve the tours? If so, please specify below:

***Thank you for your time.
We hope you enjoyed the tour.***

