

Pre-site Tour Information for Visitors touring North East Water Sites

North East Water welcomes visitors by arrangement from schools and other community groups to our treatment plants and other sites for educational guided tours. To help ensure that your tour goes smoothly, we would like you to take note of the following:

1. Tours will be conducted only between the hours of 10:00am and 3:00pm and from Tuesday to Thursdays. **North East Water only permits students from Year 3 and above to take treatment plant site tours.**
2. A Treatment Plant Booking Form must be completed and submitted to the North East Water Education Officer at least **two weeks** prior to a proposed tour. The booking form is available from the North East Water website: <http://www.newater.com.au/learning-centre/schools-early-childhood/tours-presentations.asp>
3. The following student/adult ratios must be observed during your visit:

Participant Age	Visitor adult to student ratio	North East Water staff ratio
Students under 16 years	1 adult per 15 students	1 staff member per 15 students
Students over 16 years	1 adult per class	1 staff member per class
Adult	N/A	1 staff member per 20 people

4. Visitors must wear sturdy, low heeled enclosed toe footwear (no sandals/high heels) and appropriate clothing on site. No loose jewellery such as wrist or ankle bracelets may be worn.
5. A Job Safety Analysis (JSA) will be provided to the group leader prior to the visit. The JSA outlines any hazards and risks and the measures to overcome and limit these pertaining to the site. On the day of the tour the JSA will be verified or amended as appropriate by the operator undertaking the site tour. The group leader will be required to countersign the JSA.
6. On your arrival at the site you will be requested to provide the number of people attending the tour. The North East Water Education Officer will confirm with you the tour group numbers prior to the tour commencing and at the completion of the tour.
7. Once your group arrives on site a North East Water representative will discuss the following information site protocols with the group:
 - Site assembly area
 - 'No go' zones
 - Alarms
 - OHS
 - Toilet facilities

We thank you for your cooperation and hope that you enjoy your visit.
Please note a No Smoking Policy applies at all North East Water sites.