

Birdwatching access conditions & hazards

Individual access

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Definitions

Access Key: A key issued to you by Melbourne Water upon successful application for birdwatching access at the Western Treatment Plant.

Birdwatching Access: Birdwatching access for individuals issued by Melbourne Water in accordance with these conditions, which may be either:

- Long Term access; or
- Short Term access.

Birdwatching Access Route: The access route as marked on the Map that is accessible via birdwatching access gates 1 to 6 & 8 as marked on the Map.

Birdwatching Access Holder: An individual who has permission to access the Western Treatment Plant for birdwatching access.

Commercial Tours: Organized tours conducted by MW approved commercial tour operators.

Guest: Any guests you bring onto the birdwatching Site, including minors under the age of 18. This excludes customers who have paid you to visit the birdwatching Site.

Long Term (as applicable): Long Term birdwatching access valid for 2 years which allows access to the Birdwatching Access Route.

Map: The Birdwatching Access Map provided by Melbourne Water outlining the birdwatching route at the Site.

Personnel: Includes Melbourne Water's officers, agents, employees and contractors.

Privacy: The responsible collection and handling of your personal information (information which can reasonably identify you and other individuals).

Site: The Western Treatment Plant, as outlined on the Map.

Short Term (as applicable): Short Term birdwatching access valid for a single visit which allows access to the Birdwatching Access Route.

You: Individual Birdwatching Access Holder.

Welcome to WTP!

A world class sewerage treatment facility that also serves as a working farm and biodiversity haven for wildlife.

The Western Treatment Plant is one of Victoria's most popular birdwatching spots and an operational site. For your safety, you must have been granted access to birdwatch at the plant, or join a licensed tour operator.

To access Site as an individual birdwatcher, you must have completed the Site birdwatching access application and induction and hold a birdwatching Access Key.

You must be over the age of 18 to apply for individual Birdwatching Access.

Individual Birdwatching Access allows for one car (driver plus up to four Guests) to enter the Site per visit. You must ensure that your Guest(s) obey the instructions and procedures outlined in this document at all times while on the Site.

Your Birdwatching Access is not transferable and you must not allow any other person to use your birdwatching Access Key to visit the Site.

Commercial Tours are prohibited unless you have entered into a Tour Operator Access Licence Agreement with Melbourne Water.

Birdwatching Access does not permit You or your Guest(s) to access areas which are not owned or controlled by Melbourne Water (e.g. the Parks Victoria and Department of Defence areas marked on the Map).

Melbourne Water has sole discretion to refuse access to the Site at any time.

Melbourne Water may cancel your Birdwatching Access at any time without notice and without providing reasons. Melbourne Water will cancel your Birdwatching Access without notice if you fail to comply with the conditions outlined in this document or if you conduct Commercial Tours without Melbourne Water's written consent.

Melbourne Water reserves the right to alter birdwatching conditions at any time.



Birdwatching access

Long term

Long Term Birdwatching Access is valid for 2 years from the date the access is approved by Melbourne Water. Melbourne Water will contact you prior to your Birdwatching Access expiry date to give you an option to renew your access if you wish.

The fee payable for Long Term Birdwatching Access is \$20.00 inclusive of GST, (please refer to Keys section for information regarding a refundable key deposit).

Short term

Once-off visitors who do not have Long Term Birdwatching Access approval and are not Guests of someone who has Long Term Birdwatching Access approval, may obtain Short Term Birdwatching Access approval and a loan Access Key valid for one day.

To obtain Short Term Birdwatching Access, once-off visitors must apply and pay online via the Melbourne Water website. Once you have completed your application online, you can collect a loan Access Key from the Werribee Visitor Information Centre located at the Werribee Open Range Zoo from Monday to Sunday between 9:30am – 4:30pm. Valid identification documentation is required to be presented to collect the loan Access Key.

Loan Access Keys must be returned before 4:00pm on the same day that they are issued.

Further information can be obtained from the Werribee Visitor Information Centre on (03) 8734 6006 or email tourism@wyndham.vic.gov.au; or Melbourne Water on 131 722 or email enquiry@melbournewater.com.au



Keys

A birdwatching Access Key is required to open the locked access gates indicated on the Map.

A refundable deposit of \$50.00 must be paid prior to the issuing of a Long Term birdwatching Access Key. Once paid, a Long Term birdwatching Access Key will be sent via registered mail to your nominated address.

To have your Long Term birdwatching Access Key deposit refunded, you must return your Access Key to Melbourne Water within two weeks from your Long Term Birdwatching Access expiry date. To do so please email birdwatching@melbournewater.com.au. If you do not comply with this requirement, your deposit will not be refunded.

You must pay an additional deposit of \$50.00 for the replacement of lost or stolen Access Keys.

To be issued a Short Term birdwatching Access Key you must have applied via the Melbourne Water website and will be required to present evidence of your identity (e.g. drivers licence or passport) at the Werribee Visitor Information Centre.

You must not lend your Access Key to any other person.

All Access Keys remain the property of Melbourne Water and must be returned to Melbourne Water on request.

Melbourne Water reserves the right to change the locks and issue new Access Keys at its discretion.

On request by Melbourne Water staff, you must present your Access Key.



Accessing site & managing safety

Birdwatching is only permitted between dawn and dusk.

The Site is vast and you will require a car or similar vehicle to access the Site (trailers, caravans, buses, motorbikes and bicycles are not permitted). Birdwatchers are required to remain within close proximity to their vehicle at all times. Walking a distance from your car disturbs wildlife and should be minimised where possible. Taxis and Ubers are not a permitted vehicle for access.

The main access to the Birdwatching Route is via Point Wilson Road (Gate 5) and Beach Road (Gate 4) - refer to the Birdwatching Map located on the [Melbourne Water website birdwatching page](#).

We recommend You have access to the Birdwatching Map while on Site.

You and your Guest(s) must only use the Birdwatching Access Route as marked on the Map. You and your Guest(s) must not enter into paddocks, vegetated areas and other locations which are fenced or otherwise closed off.

You must lock all gates immediately after entry and exit.

On total fire ban days, birdwatching is not permitted on Site. It is the responsibility of Birdwatching Access Holders to check the CFA website for Fire Danger Ratings prior to visiting Site.

Toilet facilities are located adjacent to Gate 5, on Paradise Road.

You and your Guest(s) are required to wear appropriate protective clothing when on Site. The minimum requirements are long sleeves, long pants and closed shoes.



Liability & risk

You and your Guest(s) enter the Site at your own risk and Melbourne Water will not accept any liability for any personal injury or property damage sustained by you or your Guest(s).

You agree to indemnify and keep indemnified Melbourne Water and its Personnel from and against all claims, liabilities, losses, damages, costs or expenses arising from or in connection with accessing the Site or a breach of these conditions by you or your Guest(s).

You release Melbourne Water from all claims of any kind (including claims for personal injury or damage to property) and from all liability which may arise in connection with you or your Guest(s) accessing the Site.



Non-permitted activities

You may only access the Site for the purpose of birdwatching.

The following activities are strictly prohibited on Site:

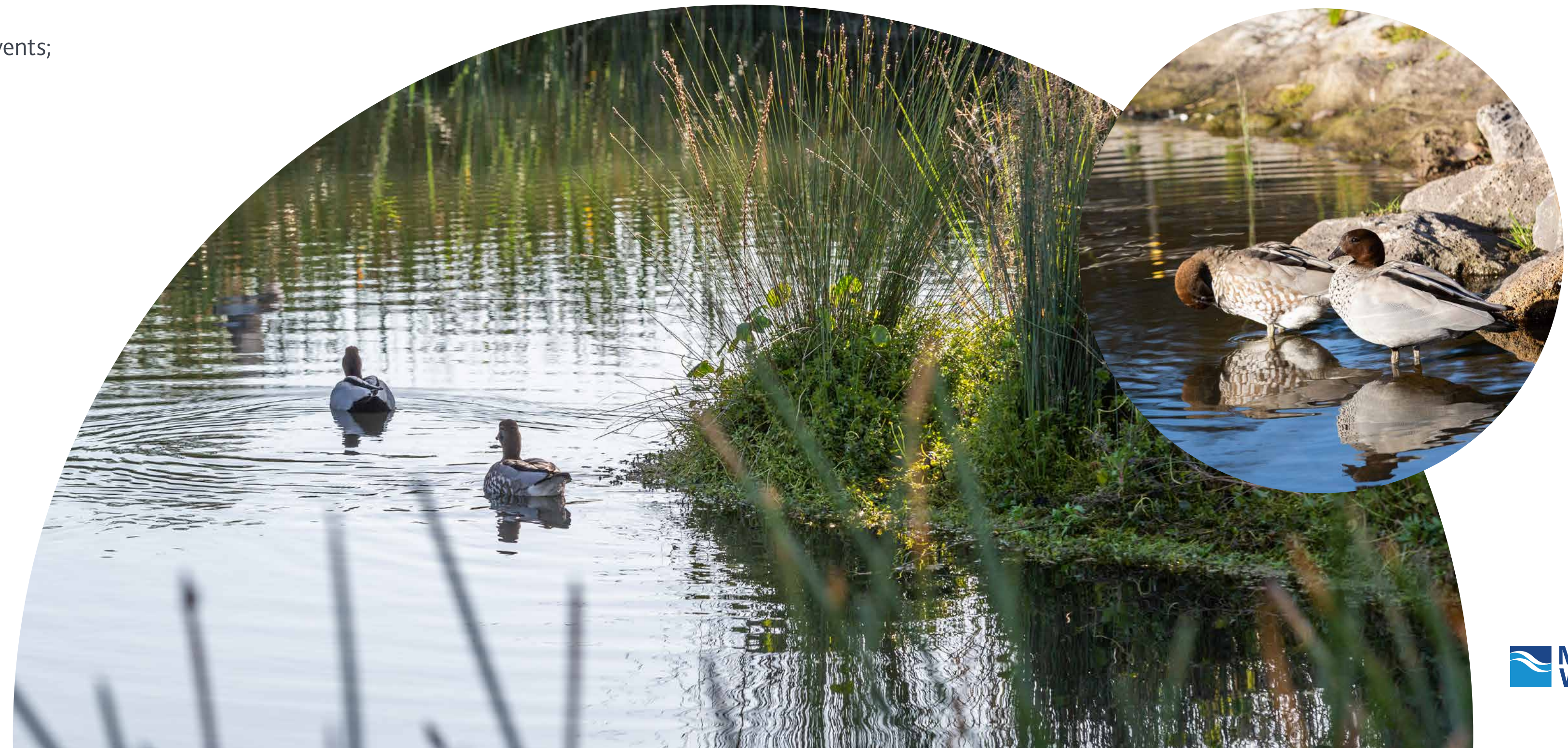
- Commercial and bus tours without Melbourne Water's written consent;
- Use of remote controlled model planes or 'Drones';
- Motorcycles and bicycles;
- Pets;
- Access to areas not managed by Melbourne Water;
- Accessing the Site during and after extreme weather events;
- Accessing the Site on total fire ban days;
- Walking tours through the birdwatching area.

Protection of birds & animals

The Site is a declared Wildlife Sanctuary and you must not handle, hunt, capture, kill, flush or disturb any animals or birds on site. All animals must be given space to enact their wild behaviours without interruption.

You must not use "call-playback" for any species of bird while you are on the Site.

If you see any sick or injured animals on site keep a safe distance and contact the Customer Service Centre on 131 722. A photo and location information is helpful.



Assistance Dogs

- Assistance dogs are welcome at the Western Treatment Plant. Entry requirements apply.
- Handlers are required to carry evidence that the dog is an assistance dog, i.e., an identification card issued for the animal by an accredited assistance dog training provider.
- The dog should have clear identification that it is an assistance dog, for example, wearing an assistance dog identification coat or harness.
- Dogs are to remain in vehicles. If not possible, the dog must always be on a leash and under strict control by the handler.
- Any dog droppings are to be removed from the site and disposed of responsibly.
- The assistance dog must not frighten or endanger native wildlife or be aggressive towards other visitors.
- Be aware that baiting for pest species occurs on site which is toxic to dogs if consumed. A muzzle is recommended to prevent ingestion of poisoned bait.

Supervision of guests

You agree that you are solely responsible for your Guests while they are on the Site.

You must ensure your Guests remain in your immediate presence and that they comply with these conditions at all times.

You must ensure that all Guests under the age of 18 are supervised by an adult at all times.



Compliance with directions

On request by Melbourne Water Personnel:

- a) You must show your Access Key; and
- b) You and your Guest(s) must identify yourselves and provide evidence of your identity (e.g. a drivers' licence).

While on Site, you and your Guest(s) must comply with all directions given by Melbourne Water Personnel or emergency services personnel.

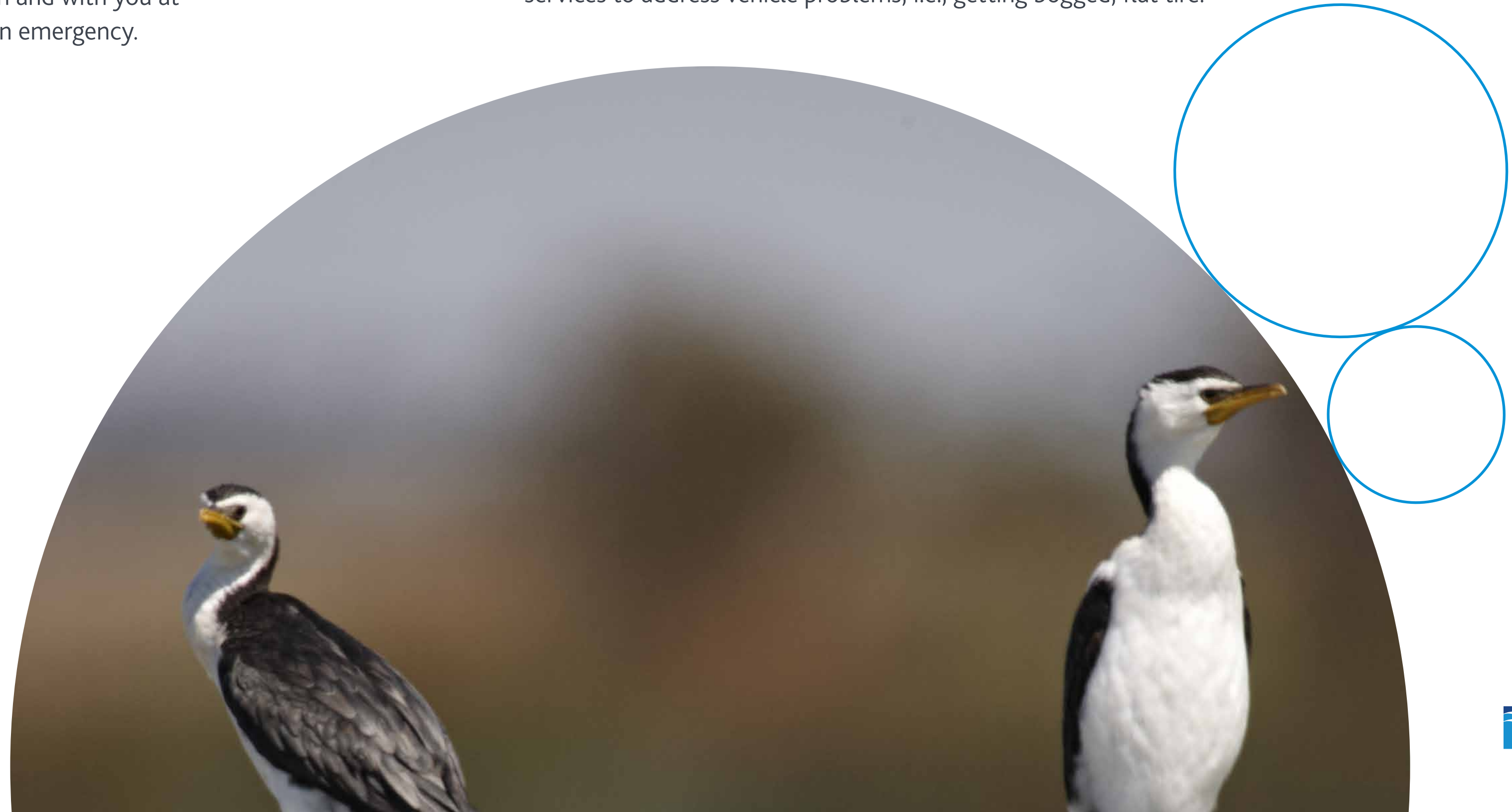
While on Site, you must keep your nominated mobile turned on and with you at all times so that Melbourne Water can contact you if there is an emergency.

Emergencies




For life threatening emergencies call 000 and quote the emergency marker of the gate you have entered from. Emergency markers are located at entry gates 1, 2, 3, 4 & 5. Proceed to contact Western Treatment Plant Operations Centre on 03 8734 4222.

For all other emergencies, contact Western Treatment Plant Operations on 03 8734 4222.




Please note the tracks are gravel and not sealed. You are responsible for arranging services to address vehicle problems, i.e., getting bogged, flat tire.



Rules regarding specific hazards

Hazard	Details & Rules
 <p>Roads & vehicles</p>	<ul style="list-style-type: none"> • You must hold a valid drivers' licence. • Most roads on the Site are not sealed. • You must drive in a safe manner, comply with all signed speed limits and have regard to road and weather conditions. • You must stay alert as livestock may be present on roads and lagoon banks. Allow the livestock to move on - please proceed with caution. • You must not get close to the lagoon ponds. There is a risk of slipping into the ponds. • You must not attempt to drive through flooded roads. • You must not park your vehicle in a manner which obstructs roads or other access tracks. • You must drive with caution, as roads on the Site are shared by a wide variety of vehicles, plant and machinery, and some roads have limited visibility. • You must obey road closure signs and barriers. If a road is closed this means pedestrian traffic as well as cars.
 <p>Electricity & fire</p>	<ul style="list-style-type: none"> • You must keep away from all electrical installations and fences. • There are high, medium and low voltage power supplies on the Site and electric fences are widely used – avoid contact with them. • You must not bring any naked flame or other potential sources of ignition (e.g. cigarettes) onto the Site.
 <p>Wastewater, recycled water & sludge</p>	<ul style="list-style-type: none"> • You must avoid all contact with wastewater (raw sewage) and sludge as they are a health hazard and contain pathogens. • You must avoid contact with recycled water. This is treated effluent that still may contain some pathogens. • Apply good hygiene practices (i.e. wash hands before eating). • You must not enter lagoon ponds as they can be up to 8 metres deep and there is a risk of drowning. • You must exercise extreme caution near lagoons as drying sludge can form a crust which may look solid but could give way and cause drowning. • Wastewater gases are flammable and can be lethal in confined spaces.

Rules regarding specific hazards

Hazard	Details & Rules
 <p>Drinking water</p>	<ul style="list-style-type: none"> You should not drink from the taps on Site. Water quality at the Site may vary in some areas and may not meet drinking water standards. You must provide your own drinking water.
 <p>Equipment & assets</p>	<ul style="list-style-type: none"> You must keep away from all equipment on the Site. Some equipment on the Site is automated and may start without warning (e.g. aerators, flares, blower systems and control gates). You must not enter any confined spaces.
 <p>Environment, animals & birds</p>	<ul style="list-style-type: none"> You must exercise appropriate caution as animals, birds, reptiles and insects are present on the Site (including dangerous snakes, spiders and bees). You must exercise caution near trees as there is a risk of falling timber. You must not remove any soil, plants or other organic matter from the Site. Carrying firearms or crossbows on the Site is an offence and may lead to prosecution. You must not bring these items (or other weapons) on the Site. No shooting is permitted within or over the Western Treatment Plant. You must not carry out any activities other than bird watching (i.e. you must not camp, light fires, dig for worms, look for mushrooms, cut or remove trees). You must not collect or eat shellfish (including mud oysters) on the Site (including the foreshore) as this may be dangerous. You must not bring dogs, cats or other domestic pets on the Site (certified assistance dogs allowed). You must not handle sick or dead animals/birds or their faeces – avian botulism and other diseases/pathogens can be present on site and present a risk to human health. If you see any sick or injured animals on Site please contact the Customer Service Centre on 131 722. You must take all your rubbish with you when leaving the Site.

Privacy statement

Melbourne Water respects the privacy of your personal information. When you apply for birdwatching access, we collect personal information (name and contact details including email address and phone numbers) to administer birdwatching access, communicate with birdwatchers, issue and collect gate keys, and ensure safety and security for birdwatchers and their guests.

This information is stored securely in our online birdwatching application process (see www.pega.com) and may also be conveyed in emails. Our staff and Council staff may also ask to sight (but not collect) proof of identity documents such as a driver's licence or passport. Melbourne Water will not collect your banking details.

The information will be used and accessed by staff who manage our birdwatching application process, site access and security. It may be shared with staff of Wyndham City Council (Werribee Visitor Information Centre) for the purpose of issuing gate keys. It may also be provided to emergency services in the event of a site incident.

The Privacy and Data Protection Act 2014 gives people the right to seek access to their personal information at Melbourne Water. To find out how, or to see our general privacy policy, visit our website, melbournewater.com.au, or contact our Privacy Advisor on 131 722 or enquiry@melbournewater.com.au



Contact details

Postal address

Melbourne Water
Western Treatment Plant

P.O. Box 4342
Melbourne, VIC 3001
Telephone: 131 722

Email: enquiry@melbournewater.com.au

Emergency: (03) 8734 4222 or 000

Please refer to Birdwatching Map located on the [Melbourne Water website birdwatching page](#). We encourage bringing a copy whilst on site.

