

Groundwater Replenishment Visitor Centre

Important Information



Visit the Water Corporation's Groundwater Replenishment Visitor Centre and find out about water recycling and how groundwater replenishment plays a role in sustaining Perth's water supplies.

Address: 922 Ocean Reef Road, Craigie
Phone: (08) 9420 3988
Email: groundwater.replenishment@watercorporation.com.au

Site Map



Purpose of the Visitor Centre

Water Corporation is conducting tours at the Groundwater Replenishment Visitor Centre in Craigie, as part of its ongoing commitment to water literacy. The Centre will give participants an opportunity to view the recycling facility for themselves and learn more about groundwater replenishment.

The Groundwater Replenishment Visitor Centre consists of:

- A multimedia centre displaying a video on the water cycle and our plan to become more climate resilient
- An interpretive walkway explaining Perth's water story
- A treatment process display showing how wastewater is further treated using ultra-filtration, reverse osmosis, and ultraviolet disinfection
- An operational recharge bore, showing how the water is put into the ground after treatment
- An interactive hub with digital components to interact with the water cycle using touch screens.

Participants will be taken on the water cycle journey through the use of interpretive walkways, a purpose-built multimedia centre and viewing stations. The tour will provide participants with an understanding of wastewater treatment processes, water recycling processes and how groundwater replenishment can play a role in sustaining Perth's water supplies.

At the completion of the tour, participants should:

- Understand the three areas identified as part of a water resilient future – reduce water use, develop new sources and increase water recycling
- Understand how wastewater fits into the water cycle

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- Understand what wastewater is and that water recycling is the treatment of wastewater to a standard that is appropriate for its intended use, whether discharge to ocean, irrigation/agricultural use, industrial processes or further treatment for addition to groundwater for drinking supplies
- Understand the advanced water treatment processes used in the groundwater replenishment process, prior to recycled water being recharged to the groundwater system
- Recognise that the recycled water being produced during the advanced water recycling process is drinking water quality
- Understand the importance of groundwater replenishment and the role it plays in sustaining Perth's water supply
- Understand that community support is integral to water recycling in the future.

Dress requirements

Water Corporation is committed to the highest standards of occupational health and safety, and requires the following attire to be worn:

Participants **must wear** the following items at the plant at all times:

- Fully enclosed shoes, NO high heels, open shoes, thongs, or sandals
- Wide brimmed hat
- Long sleeved shirt
- Long pants
- Sunscreen and sunglasses (highly recommended)
- School students can wear their school uniforms, but need wear fully enclosed shoes and a wide brimmed hat

Location and facility details

The entrance to the Groundwater Replenishment Visitor Centre is located at 922 Ocean Reef Road, Craigie.

From the city, travel north on Mitchell Freeway, take the Ocean Reef Road exit. Turn left into Ocean Reef Road and after approx. 100 metres turn left into Water Corporation's access road. The Groundwater Replenishment Visitor Centre is located approximately 1.2km down the access road after the Beenyup Advanced Water Recycling Plant but before the Beenyup Wastewater Treatment Plant.

Please note there is no pedestrian access, so it is strongly recommended you arrive via vehicle.

The facility is a securely gated site and caters for people with disabilities.

Transport

Transport arrangements are the responsibility of the participants visiting the facility.

If coming by bus, please pull into the bus bay alongside the Visitor Centre. If coming by car, please park in the car park indicated on the site map above.

On Arrival

On arrival our Tour Guides will meet the tour group at the entrance gate.

If you arrive early, please wait at the entrance gate and the tour guide will be with you shortly. Please do not go into the administration building as this is an operational building and for staff only.

Emergency response plan

The Advanced Water Recycling plant has a fully documented emergency response plan.

In the event of evacuation, visitors should stay with the Tour Guide at all times. The Tour Guides are familiar with the procedures involved.

In the event of an emergency which requires an evacuation:

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- Evacuation alarm would sound (intermittent siren with a voice message indicating the requirement for all personnel to evacuate the site).
- If activated, all personnel on site, including visitors must proceed to dedicated muster point.

It is a requirement of the tour that a list of names and supervisory staff is handed to the Tour Guide at the commencement of tours to enable a roll call in the event of an emergency.

The plant Process Manager has emergency care first aid training, and basic first aid equipment is on hand in case of an emergency.

The nearest doctor's surgery is Belridge Medical Group, Unit 1 Ocean Reef Road (corner Eddystone Avenue and Ocean Reef Road, Beldon), phone 9307 0707.

Joondalup Health Campus, Shenton Avenue, Joondalup, phone 9400 9400, is the closest hospital with an emergency department.

External provider information

Water Corporation is principally a Western Australian Government Corporation responsible for the provision of water, sewage, drainage and irrigation services. The Advanced Water Recycling Plant and Visitor Centre in Craigie is part of Water Corporation.

Water Corporation Tour Guides hold a current Working with Children Check.

Public liability insurance cover

The plant has a [public liability insurance](#) cover of \$20 million.

Bookings

Tours of the Groundwater Replenishment Visitor Centre must be booked online.

Roll call forms should be submitted a minimum of one week prior to the tour date.

Once you receive your confirmation, please check the details carefully. If bookings need to be cancelled, or times or group numbers altered, please advise our Groundwater Replenishment Visitor Centre Team on 9420 3988 or email groundwater.replenishment@watercorporation.com.au

Note: Water Corporation may need to reschedule tours if weather is unsuitable.

Tours are available to groups on Tuesday, Wednesday and Thursday (commencing at 9.00am and with the last tour finishing at 2.30pm) and offered **free of charge**.



INFORMATION FOR SCHOOLS

Student's capacity

Tours at the Groundwater Replenishment Visitor Centre are available to students in Years 5 to 12. The Centre is able to cater for students with disabilities and diverse learning needs. Please contact the Groundwater Replenishment Visitor Centre Team for further information or to discuss any specific requirements your students may have.

Tours are available on Tuesday, Wednesday and Thursday (starting at 9.00am and last tour finishing at 2.30pm).

As this is an operational facility, groups on site cannot exceed 30 students at any one time. Groups of more than 15 will be divided into two and a Tour Guide will lead each group at various starting points.

Tours can further be enhanced by booking a water education incursion pre- or post-tour.

Background information about the plant is available on our website: [Groundwater replenishment](#).

Supervisor/supervisory team

A Tour Guide will accompany tour groups at all times.

In addition to the Tour Guide, schools must provide adult supervisors at the following supervisor-to student ratios:

- Primary school students: 1 adult to 10 students (15 students will require two adults)
- Senior school students: 1 adult to 15 students

The school supervisory team must accompany the students throughout the visit to actively monitor behaviour and intervene as necessary.

Please be aware that the plant is an operational facility, and students will be walking alongside offices. It is important to recognise that noise levels, while touring these areas, must be kept to a minimum and that students demonstrate responsible behaviour.

Supervision strategies

The development of appropriate supervision strategies is the responsibility of individual schools. The school supervisory team must accompany the students throughout the visit to actively monitor behaviour and intervene as necessary.

Tours can be offered to only one class per session time and have a maximum capacity of 30 students at one time. Students are divided into two groups of approximately 15 students and Tour Guides are provided for each group.

School staff should conduct regular head counts of children in their care. Any hazards, incidents or accidents must be reported immediately to tour staff so that appropriate remedial action can be taken.

Supervision of students is mandatory at all times. Supervising adults should keep their students in well-behaved groups during their visit, to maximise the students' educational experience.

The following general mandatory safety rules should be enforced by the supervising adults. The excursion coordinator should ensure that all supervising adults are aware of these rules:

- Students should be quiet, as people are working in nearby buildings. (Note: The plant alongside the Visitor Centre is a continuously operating plant operating 24 hours a day. Operation staff, such as support personnel, technical officers, maintenance workers, electricians and engineers work in the building alongside the Visitor Centre.
- Students should not run
- Students should not touch anything on tour, and should observe all safety signs. As this is an industrial plant, there are hazards on site
- Students should stay as a group and keep close to the Tour Guide
- Students should stay with the Tour Guide at all times. The Tour Guide is familiar with evacuation procedures

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- If individual students misbehave, they will be sent back to the bus.

Note: If a class (as a whole) misbehaves, the tour will be cancelled for the group's own safety. A follow-up letter will be sent to the school, advising why the tour was cancelled.

Identification of excursion participants

This is the responsibility of individual schools.

For clear identification purposes, it is recommended that students are dressed in school uniform that is weather appropriate as this is an outdoor excursion.

Briefing students and supervisors

On arrival, teachers are expected to provide class lists of visiting students and accompanying supervisors. This will enable a roll call should it be necessary. The roll call is to be written in groups of up to 15 for each Tour Guide.

The Tour Guides will greet students and staff and explain the programmed visit, safety instructions, and what to do in an emergency. It will be emphasised to students that rules apply for safety reasons.

Students will be made aware this is a working treatment plant, with machinery and stored chemicals on site that have the potential to cause harm. Students will be asked to stay on the pathways at all times and not to stray beyond fencing or barriers.

Toilet locations on site will be pointed out. Students will be asked to notify their Tour Guide if they need to use these facilities. It is the sole responsibility of supervising adults to supervise toilet breaks.

In the event of a safety incident at the Beenyup Wastewater Treatment Plant next door, visitors may hear an alarm. Visitors should remain calm. The Tour Guide will receive instructions and, if required, will direct visitors to the appropriate muster point.

Communications strategies

The site has landline phones and normal mobile phone reception. It is recommended that at least one participant in the tour group has a mobile phone that she/he can be contacted on/use during the site visit.

There is also a PA system attached to the emergency evacuation systems on site.

Other educational opportunities offered to schools

In addition to the Groundwater Replenishment Visitor Centre tours, we are able to offer [School Talks](#) on water education topics.

We are also able to work with schools to provide professional development for staff.

This information is valid until 30 June 2022.