

Alpine Activities Guidelines for coronavirus (COVID-19)

21 June 2020

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1 Introduction

1.1 Context

The Victorian Government announced further gradual easing of coronavirus (COVID-19) restrictions under the Chief Health Officer's (CHO) Restricted Activity Directions (No 9) issued on 24 May 2020. Subsequently, Alpine resorts opened for snow play from 1 June in line with these restrictions, and the Victorian snow season will commence from 22 June 2020.

For the snow season and other alpine activities to be as successful as possible, comprehensive measures are needed to ensure alpine resort operations (i) minimise the risk of coronavirus (COVID-19) transmission among visitors and staff and (ii) effectively manage any outbreak of coronavirus (COVID-19) that may occur at resorts.

This guidance note was developed in collaboration with the alpine industry to assist the alpine resorts to prepare and plan for the return to alpine activities under the latest coronavirus (COVID-19) directions issued by the CHO. It is based on a safe and cautious approach with advice about risk mitigation from the Department of Health and Human Services (DHHS) and the alpine industry.

This document has been developed in consultation with Victoria's four Alpine Resort Management Boards, the Australian Ski Areas Association, Alpine Resorts Industry Advisory Group, Alpine Resorts Coordinating Council, DHHS, the Department of Jobs, Precincts and Regions, the Department of Premier and Cabinet and the Department of Environment, Land, Water and Planning.

1.2 Purpose

This document is intended to assist alpine resort operators and associated businesses to safely resume operations from 22 June 2020, and to ensure staff, patrons and the community are confident that appropriate measures are in place to limit coronavirus (COVID-19) transmission.

It applies to varying types of businesses and organisations across Victoria's Alpine industry, including:

- Resort Management Boards
- Staff accommodation providers
- Shared accommodation providers
- Snowsports equipment rental companies
- Transport service providers

It provides an over-arching guidance for specific resort activities and is based on:

- [Restricted Activity Directions \(No 10\)](#) which outlines requirements for:
 - Physical distancing (the density quotient for indoor and outdoor spaces)
 - A limit on the number of people who can stay at accommodation with shared facilities
 - A physical recreational facility
 - Community sport and recreation
 - Retail facilities
 - Food and drink facilities
 - Accommodation facilities
 - Signage, cleaning and records requirements
- [Stay Safe Directions](#)
- Other Victorian Government guidelines about COVID-safe operations that may also apply to alpine resort operators include:
 - [Tourism Industry Guidelines for Coronavirus \(COVID-19\)](#) to assist tourism operators to safely resume operations.

- [Hospitality Industry Guidelines for Coronavirus \(COVID-19\)](#) for alpine businesses who offer food and drink, including bars, clubs and restaurants.
- [Return to Play Guidelines](#) for tourism operators that offer sport and recreation activities.

IMPORTANT

The advice may change depending on the progress of the pandemic in Victoria and updates to this guidance will be made accordingly.

2 Legal framework for guidance

2.1 Latest Chief Health Officer (CHO) Directions

From 22 June 2020 some snow sports and opening of the ski season is permitted but the following restrictions will be in place:

- Groups can gather in no more than 10 people.
- There will be caps on the number of people who stay in accommodation, and use restaurants and other facilities
- The CHO has not set a limit on the number of people that can attend an alpine resort. Resort Management Boards (RMB) will, however, limit the number of visitors on a given day so as to minimise the risk of coronavirus (COVID-19) transmission.
- All staff and visitors should maintain physical distancing of 1.5 metres wherever reasonably possible.

Below are the legally enforceable directions applicable to this sector. Recommendations on how to apply these guidelines to the sector is found in section 3.

2.1.1 Direction definitions:

Record-keeping requirement: Collecting the first name and contact phone number of the person, as well as the date and time that the person attended the venue/facility, and if there are multiple indoor spaces, include the indoor space(s) which the person visited.

Signage requirement: A sign displayed at each public entry that states the maximum number of people (not including staff) who may enter the venue (i.e. the calculation of one person per four square metres).

Cleaning requirement: All reasonable steps to ensure that frequently touched surfaces are routinely cleaned with a disinfectant (at least twice a day), or when they are dirty, between events, and immediately after spills. Shared equipment must be also cleaned after each use.

2.1.2 Accommodation

Alpine rental accommodation can operate but the following restrictions must be in place.

Visitor accommodation that has shared kitchen or bathroom facilities must ensure that:

- Not more than 20 members of the public stay in the facility at any one time
- The density quotient of one person for each 4 square metres applies to shared indoor spaces (such as a drying room, kitchen, dining, living and games areas)
- For bedrooms:
 - (a) members of separately booked groups do not share bedrooms at the facility; and
 - (b) if a bedroom of the facility has an area of less than 12 square metres, only the following people may be booked to stay in that bedroom:
 - (i) people who ordinarily live in the same household or are intimate partners; or
 - (ii) one person; and
 - (c) if a bedroom of the facility has an area of 12 square metres or more only the following people may be booked to stay in that bedroom:
 - (i) people who ordinarily reside in the same premises or are intimate partners; or
 - (ii) up to 2 people - of the same booked group - who do not ordinarily reside in the same premises, and one additional person - of the same booked group - per additional 4 square metres beyond 12.

Accommodation provided for alpine employees that has shared kitchen or bathroom facilities must ensure that:

If a bedroom of the facility has an area of less than 12 square metres, the following people may be booked to stay in that bedroom:

- (i) people who are intimate partners; or
- (ii) one person

If a bedroom of the facility has an area of 12 square metres or more only the following people may be booked to stay in that bedroom:

- (i) people who are intimate partners; or
- (ii) up to 2 people, and one additional person per additional 4 square metres beyond 12.

Exemptions relating to use of accommodation where they are a place of residence, or for emergency purposes, apply.

2.1.3 Food and drink facilities

Restaurants, cafes, bars, pubs and clubs and other hospitality businesses can resume dine-in or alcohol-only service with the following restrictions:

- up to 20 seated patrons per enclosed space
- limits will be placed on entry to comply with the density requirements allowed within a single space – one person per four square metres
- record-keeping, signage and cleaning requirements are met
- group booking of no more than 10 people
- tables are arranged so that patrons are at least 1.5 metres from other patrons on different tables when seated; and
- food and drinks are served only to seated patrons.

Please see the [Hospitality Industry Guidelines for Coronavirus \(COVID-19\)](#) for more information for alpine businesses who offer food and drink, including bars, clubs and restaurants.

2.1.4 Retail facilities

All open retail facilities must:

- limit entry to one person per four square metres in a single undivided indoor space
- comply with the signage and cleaning requirements.

2.1.5 Swimming pools

Swimming pools (including those in accommodation facilities) may open to the public according to the following rules:

- no more than the following people (excluding the owners and staff) are permitted at any one time:
 - 20 patrons in the facility;
 - no more than one person per four square metres can access the non-water parts of the pool facility;
- no access to saunas and spas; and
- record-keeping, cleaning and signage requirements are met.

2.1.6 Personal services

Personal care services are open, including massage services providing relaxation massages as distinct from therapeutic or remedial massage according to the following rules:

- no more than the following people (excluding the owners and staff) are permitted at any one time:
 - 20 patrons in the facility;
 - no more than one client per four square metres;
- no access to saunas and spas; and
- record-keeping, cleaning and signage requirements are met.

Please see the [Beauty and Personal Care Industry Guidelines for Coronavirus \(COVID-19\)](#) for more information for alpine businesses who offer these services.

2.1.7 Entertainment facilities

From 11.59 on 21 June 2020, cinemas may open if:

- entry limited to the lesser of a) 20 members of the public per space, or b) one person per four square metres;
- signage, cleaning and record-keeping requirements are met.

2.2 Development of COVID-safe plans

Each Victorian Resort Management Board (RMB) will prepare an operating plan to ensure the safe operations of the resort. This plan should consider the activities that occur on the resort, the environment in which activities take place and how the resort will implement the relevant requirements of the Victorian Chief Health Officer (CHO). Each plan should be based on:

- Chief Health Officer Directions
- This guidance document.

Operating plans are a mechanism through which resorts can:

- align with the current Stay Safe and Restricted Activity Directions issued by the CHO
- demonstrate the implementation of relevant recommendations by the CHO to manage public health risks arising out of the operation of the business
- identify the major risks and risk control measures to ensure resorts can operate safely.
- ensure that activity resumption does not compromise the health of individuals or the community.

In addition, alpine businesses need to develop their own COVID-safe plan. Each operator is unique and should look to tailor their plans.

The below information, checklists and FAQs should assist businesses in creating a bespoke plan for each business to ensure safety of all staff and customers.

ACTIONS		WHO
What you need to do to safely open your business?	<input type="checkbox"/> Protect staff wellbeing by ensuring <u>staff and hygiene</u> measures are in place	Business
	<input type="checkbox"/> Ensuring workers are complying with health advice and are not coming to work if they are unwell	
	<input type="checkbox"/> Provide all staff with a copy of these guidelines	Business
	<input type="checkbox"/> Have provisions in place to <u>record visitor contact details</u> on booking or entry, with first name and a contact number (the details of every client should be recorded, not just one per booking)	Business
	<input type="checkbox"/> Undertake a deep clean of the premises and implement additional <u>hygiene and cleaning measures</u> and practices	Business
	<input type="checkbox"/> Ensure your business is set up to adhere to physical distancing requirements	Business / employees / customers
	<input type="checkbox"/> Ensure <u>visitor awareness of, and compliance with,</u> requirements (including collection of contact information)	Business/ Customers
	<input type="checkbox"/> Be ready to work with the DHHS in the event of a case of coronavirus (COVID-19) in an outbreak affecting your business	Business

Relevant fact sheets, templates and downloadable signage for businesses are available at the Business Victoria website <https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/coronavirus-business-support>

3 Alpine industry guidance

3.1 Resort Capacity Management

3.1.1 Description

Victoria's Alpine resorts are run by Resort Management Boards on behalf of the Victorian Government in accordance with the Alpine Resort (Management) Act 1997.

The Resort Management Boards (RMB) control visitor access to the resorts, which means they can limit the number of visitors on a given day in order to minimise the risk of coronavirus (COVID-19) transmission occurring within the resort.

As part of their COVID-safe plan, RMBs should calculate the number of people that can safely visit each day.

3.1.2 Limiting total resort capacity

The number of people in a resort at any one time should be capped based on the resort's assessment of its ability to meet a density quotient and physical distancing requirements across all aspects of its operation and under all weather conditions. It should include a maximum daily capacity as well as the specific capacity of infrastructure (e.g. lifts, restaurants, car parks, ticket areas and gathering areas). Resorts are encouraged to promote the use pre-booking services online to assist with capacity planning.

The table below outlines the following considerations that can help determine this number.

Consideration	Description
Visitor domains	Domains are key areas that visitors pass through or utilise during their visit to an alpine resort (e.g. neighbouring shire, point of arrival / carparks, village, ski area). These should be documented and used to identify key areas of risk that may need to be managed by controlling capacity.
Visitor journey	The visitor journeys within the resort should be considered to identify services and facilities that have physical distancing limits or a density quotient control in place (in accordance with coronavirus (COVID-19) restrictions). The journey includes resort entry, transport, ticket offices, ski lifts, ski area, restaurants, take-away food outlets, public toilets, public shelter, toboggan slopes, accommodation houses and medical centre. The maximum visitor capacity must be calculated for each of the key elements within the visitor journey where these restrictions apply.
Daily resort capacity (supply)	RMBs should work with key stakeholders to determine the maximum capacity of the resort (i.e. supply volumes) on a daily basis through the season. This should be based on consideration of each element of the visitor journey with particular regard to visitor safety, wellbeing and experience. Consider factors such as the current coronavirus (COVID-19) related restrictions (which prescribe physical distancing and density quotient requirements), snow levels (which could impact ski area and ski lift capacity), weather (which could impact demand for public shelter), and transportation availability (which could impact the number of visitors who can be transferred in a timely manner).

Determining demand	Anticipated demand can be estimated based on historical records of snowfall and visitation patterns. RMBs should work with key stakeholders to continually predict the daily expected level of demand based on the latest snow and weather conditions. This is to include the anticipated demand from residents, day visitors, overnight visitors, visitors with season resort entry permits, and visitors with season lift tickets or multi-day lift tickets.
Limiting capacity	Capacity limits along the visitor journey could result in restrictions on the number of visitors on certain days. This is likely to occur on peak weekends or when poor weather is forecast.
Booking in advance	To the maximum possible extent, all sales (resort entry, transport, accommodation, lift tickets, ski school) should be booked in advance. This will minimise the number of visitors arriving at resort entry for a particular activity and having to be turned away. Visitors booking their resort entry should provide the names and telephone contact details of all people coming within the vehicle so as to help monitor actual visitor numbers and for traceability purposes. This also applies to visitors with season resort entry permits, who are to provide the names and contact details of all people coming within the vehicle each time they come to the resort.
Resort entry	Where demand appears likely to exceed capacity in carparking, transport, public toilets or public shelter, then RMB should take steps to limit resort entry. Mechanisms to do this could include progressive release of day permits, or by only making day permits available 1 - 2 days in advance. In extreme cases, the RMB may also have to limit usage by visitors with season resort entry permits. The RMB may also have to limit the number of visitors who can come on route, tour or charter buses on a given day.
Lift tickets	Communication is critical between sales and operations. Where it appears likely that demand will exceed capacity of the ski area or ski lifts, the Lift Company should limit the number of single day lift tickets available for sale. This could be done via progressive release, or by only making day lift tickets available 1 - 2 days in advance. In extreme cases, the Lift Company may also have to limit usage by visitors with season lift tickets or multi-day lift tickets.
Weather conditions	Weather conditions can change the capacity of alpine resorts, with bad/severe weather causing greater numbers to seek shelter in limited public spaces and a higher frequency of human contact with surfaces in those areas. Capacity planning for each resort should consider the capacity under all weather conditions. Arrangements should be outlined to assess weather forecasts and appropriate responses to ensure physical distancing and other COVID-safe requirements are implemented and maintained. Resorts should continue to use Bureau of Meteorology advance warning systems to inform decisions about operations. If resorts expect physical distancing controls to be jeopardised due to adverse weather, they should adjust their operations accordingly, including closing operations if needed.

The table below outlines considerations for communicating this strategy to key stakeholders.

Public communications	<p>The RMBs are encouraged to arrange variable message signs on the routes to the resort where practicable, displaying messages about visitors booking in advance, when the resort is fully booked (and therefore closed to visitors without a booking), and when wheel chains are required. These messages are also to be communicated via web sites, social media and communications to off-mountain ski and chain rental outlets.</p> <p>The RMBs are also encouraged to communicate with patrons prior to arrival at the resort that all alpine visitors should:</p> <ul style="list-style-type: none"> • stay home if they are unwell • have plans in place to return home if they become unwell • get tested at the alpine resort if they develop any coronavirus (COVID-19) symptoms • be encouraged to download the COVID SAFE app <p>If you are an accommodation provider, it is recommended that you consider implementing one or more of the following additional requirements for patrons:</p>
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	<ul style="list-style-type: none"> • requesting that a patron undertake a symptom self-assessment prior to leaving home, which includes an assessment of whether they have a fever and include a temperature check at home • providing information about the symptoms of coronavirus (COVID-19) and asking guests to disclose whether they are unwell or whether they have been asked to quarantine by the Department of Health and Human Services due to being a close contact of a confirmed case of coronavirus (COVID-19) • a patron's temperature could be taken on arrival to supplement the self-assessment, or if patrons arrive when reception is closed then taking it at the next available opportunity. <p>Accommodation providers are encouraged to contact booked guests in the 24 hours prior to their booking and request they conduct a symptom self-assessment before leaving home. Accommodation providers can ask people whether the self-assessment has been done as part of the check-in process.</p> <p>If a patron becomes unwell while staying in your accommodation facility, encourage them to return home and get tested. Call the coronavirus hotline 1800 675 398 for more information about testing. If returning home is not possible, encourage them to get tested in the local area and undertake all possible efforts to isolate them from others (including avoiding communal facilities) until they receive a negative result.</p>
Public buildings	The RMBs must implement signs on all public buildings indicating the maximum number of people who can be within each confined space at the same time. The RMBs are not required to capture the names and contact details of people entering public buildings.
Neighbouring shires	<p>All resort visitors travel through a neighbouring shire, which provides food, beverages, fuel and accommodation to many resort visitors and therefore plays an important role in minimising the risk of coronavirus (COVID-19) transmission among people who visit or work at the resorts. While shires are responsible for COVID-safe plans within their boundaries, the RMB should aim to:</p> <ul style="list-style-type: none"> • Provide a copy of the RMB COVID-safe Plan to help inform the shire's own plans; • Provide regular updates on the resorts' estimated visitation and capacity constraints so that the shire can advise its constituents accordingly; • Meet regularly with shire representatives to discuss any emerging issues and review performance of their respective COVID-safe plans.
Emergency services	<p>Emergency Services providers (Police, Ambulance, CFA, Hospitals, SES) are critical in maintaining safety and responding to emergency situations within the resort. Therefore, the RMB should aim to:</p> <ol style="list-style-type: none"> a) Provide Emergency Services providers with a copy of the RMB COVID-safe plan to help inform their own plans and operations; b) Provide Emergency Services providers with weekly updates on the resorts' estimated visitation and capacity constraints so that they can amend their operations as required; c) Meet periodically with off-mountain Emergency Services representatives to discuss any emerging issues; d) Meet regularly with the Police stationed in-resort to discuss any emerging issues and review enforcement of COVID restrictions; e) Meet regularly with operators of the resort Medical Centre, Ski Patrol and Ambulance Victoria representatives stationed at the resort to discuss any emerging health and treatment issues; f) Meet regularly with CFA representatives stationed in-resort to discuss any emerging issues.

3.1.3 Limiting capacity in toboggan parks and snow play areas

There are several risks to consider that are specific to this activity:

- While some tobogganing visitors do plan ahead, others make the decision to come on the day. Mt Baw Baw is currently the only alpine resort where it's possible to make a booking to use a toboggan park. This means that most visitors arrive expecting to be able to use the park when they choose, which can result in large numbers of people congregating in one space.
- Toboggans themselves are hard to control, and people riding them often come close to others or crash together.
- People who toboggan often walk around the resort towing their toboggans between visits to the toboggan parks, and can be tempted to use them in other areas including the ski area even if this is not allowed. This increases the risks of collisions with pedestrians or skiers / boarders.
- Tobogganers are primarily day visitors, which means they tend to be heavy users of public space and stay in public buildings longer than other resort visitors. The capacity of these areas must be controlled in accordance with coronavirus (COVID-19) restrictions.
- Toboggan parks should only be opened when access and management controls to achieve physical distancing have been implemented and it is considered safe to do so. Controls could include:
 - Limiting the number of patrons by:
 - requiring visitors to pre-book for tobogganing.
 - limiting the number of bookings available
 - providing a single point of entry
 - monitoring of activity by staff
 - providing signs advising of capacity limits
 - Improving physical distancing by:
 - providing markers in queue areas
 - providing safety marshals on busier days to monitor safe behaviours.

Snow play areas

Where practicable, RMBs should provide areas with snow for people to play in that are outside the toboggan parks and outside the ski area, along with indicators to help visitors maintain physical distancing.

3.2 Operation of Ski Lifts (aerial ropeways)

3.2.1 Description

This section supports Victorian Alpine Resorts that offer ski lifting for piste access for skiing and snowboarding.

Ski lifts comprise aerial ropeways being gondolas and chairlifts (nominally rated to seat 2, 3, 4, 6 or 8 persons), surface lifts being T-bars (nominally rated to convey 2 persons) and pomas (nominally rated to convey 1 person) and ski conveyors (manufacturers relevantly provide specifications for spacing) Lifts operate in the open-air and ride times are all below 15 minutes with the average ride time being 6-7 minutes.

3.2.2 Lift Operations

The resorts should limit the numbers of persons allowed to ride on ski lifts to comply with the physical distancing requirements agreed for outdoor activities in the resorts.

The following limits should be adopted:

- 2-seat chairlift – allow only 1 person per chairlift
- 3-seat chairlift – allow only 2 persons per chairlift with the middle seat kept empty
- 4-seat chairlift – allow only 2 persons per chairlift with every second seat kept empty
- 6-seat chairlift – allow only 3 persons per chairlift with every second seat kept empty
- Gondola – allow 2 persons per Cabin
- 2-person T-Bar – allow only 1 person per T-bar
- 1-person Poma lift – allow 1 person per poma
- Ski conveyor – require 1.5m spacing between persons accessing the conveyor which is achieved by ski / snowboard length between guests

The resorts should take steps so that physical distancing occurs in all lift queues, using staff supervision with appropriate division between queues, only allowing single file entry per queue race with the exception of a wider queue race to accommodate groups that live together as outlined below. Where more than 1 queue race is in place (e.g. 4, 6 and 8 seat chairlifts), there will be a 1.5 metres separation from the sides of each queue race.

Lift Operations Exemptions

A small number of exemptions for the use of ski lifts will be allowed and are consistent with other principles being employed in other settings.

- Groups of people that live together or are staying as part of a single group booking
- Children who require supervision for safety reasons
- People with disabilities who require assistance from their carer.

3.3 Staff Accommodation

3.3.1 Description

The Alpine Resorts contain a variety of staff accommodation facilities, both on and off-mountain, which are provided for both the year-round and seasonal workforce. The accommodation types include; rooms, apartments and buildings.

The buildings located within the resorts, are registered with the Resort Management Boards and are managed in accordance with the prescribed accommodation provisions in the Public Health and Wellbeing Regulations 2009.

3.3.2 Requirements outlined in the Restricted Activity Direction

All buildings are to be managed in accordance with the Restricted Activity Directions. Staff accommodation is subject to the following requirements:

- **Record-keeping requirement:** Collecting the first name and contact phone number of the person, as well as the date and time that the person attended the venue/facility, and the rooms or facilities that they accessed.
- **Cleaning requirement:** All reasonable steps to ensure that frequently touched surfaces are routinely cleaned with a disinfectant (at least twice a day), as well as when they are dirty, between events, and immediately after spills. Shared equipment must be also cleaned after each use.

In addition, the maximum number of persons permitted to occupy a bedroom in staff accommodation is:

- (a) in the case of a bedroom with a floor area of less than 12 square metres, one person or, two people who are intimate partners;
- (b) in the case of a bedroom with a floor area of 12 square metres or more, 2 people and an additional person for every 4 square metres of floor area that exceeds 12 square metres.

3.3.3 Management

All Building Managers and supervisors should be trained in cleaning procedures, and “House Rules” should be updated in order to comply with the Restricted Activity Directions.

3.3.4 Operating plans

Each facility should develop an operating plan including cleaning and record keeping. The plan should address specific buildings and management practices and answer how they will manage the following:

- Sleeping arrangements
- Toilet and shower facilities
- Communal areas
- Visitors
- Hygiene procedures and facilities
- Catering facilities and mealtime processes
- Control of entry and exit to the site
- Coronavirus (COVID-19) related education and training for staff/volunteers
- Laundry procedures
- Dry room and equipment processes.

3.3.5 Accommodation facilities

Signage

Employee accommodation providers could consider having appropriately located signage at entries and in common areas relating to physical distancing, personal hygiene and cleaning and disinfecting.

Relevant signage for accommodation can be found at the Business Victoria website:
<https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/tourism-industry-guidelines-for-coronavirus-covid-19>.

Communal facilities are subject to cleaning requirements: all reasonable steps must be taken to ensure that frequently touched surfaces are routinely cleaned and disinfected (at least twice a day), or when they are dirty, between users, and immediately after spills. Shared equipment (including, sinks, bench tops and surfaces such as refrigerator door handles) are to be cleaned & disinfected with a disinfectant with anti-viral properties – see [Cleaning and disinfecting to reduce coronavirus \(COVID-19\) transmission - tips for business and construction sites](#)

Bathrooms

Where sharing bathrooms is unavoidable, efforts should be made to restrict the number of people using facilities and increase the amount of time between users. Options to implement this could include

- 1) Restricting the use of ensuites to occupants of the bedroom
- 2) Allocating bathrooms to designated people

Communal facilities

Communal facilities include shared kitchens, living and dining areas, drying rooms and laundries. Efforts should be made to:

- reduce the number of people using communal areas at any given time
- increase the amount of time between users
- facilitate users maintaining a 1.5m distance from other users.

You may wish to consider whether the following controls are feasible and appropriate in your setting:

- 1) Rostering use of highly-used areas such as the kitchen or games room or drying room
- 2) Moving or removing furniture to facilitate physical distancing
- 3) Increasing availability of hand sanitiser, and cleaning and disinfection items.

Sanitiser stations

Employee accommodation providers should consider locating sanitiser stations at the entry point to the building, and in communal areas including the kitchen, lounge and dining areas, and at drying room entry points.

Linen and Towels

Employee accommodation providers have many different operations for the provision of linen and towels, noting some have arrangements with offsite laundries. All shared linen should be cleaned prior to use. Following use, all linen should be removed carefully from beds, ensuring it is not shaken, but placed immediately in a bag for transport with an occupant or to laundry. Linen should be washed using the hottest setting appropriate. Do not shake dirty laundry as this may disperse the virus through the air.

Ventilation

Acknowledging the nature of the alpine environment in winter, where possible shared accommodation providers are encouraged to investigate how they are able to maximise the introduction of fresh air into the building, particularly during cleaning.

3.3.6 Visitors (non-residents)

Visitors for social engagement are discouraged.

Each employee accommodation provider must request that each person who visits provide their first name and a contact phone number. Venues must keep a secure record of these details, the date and time at which the

person attended the facility, and the room number they visited. These records should be kept for 28 days and then destroyed.

The record should include visitors such as maintenance workers, deliveries drivers, etc. where the person attends for longer than 15 minutes.

3.4 Shared visitor accommodation (including chalets, clubs, and lodges)

The Alpine Resorts contain a variety of accommodation facilities, both on and off the mountains. This section relates to tourist rental accommodation that has shared kitchen and bathroom facilities and is intended to provide guidance for accommodation that is either on or off the mountains.

3.4.1 Requirements outlined in the Restricted Activity Directions

All buildings are to be managed in accordance with the Restricted Activity Directions. Shared accommodation is subject to the following requirements:

- **Record-keeping requirement:** Collecting the first name and contact phone number of all visitors (including maintenance workers, deliveries drivers etc.) where the person attends for longer than 15 minutes, as well as the date and time that the person attended the venue/facility, and the rooms or facilities that they accessed.
- **Cleaning requirement:** All reasonable steps to ensure that frequently touched surfaces are routinely cleaned with a disinfectant (at least twice a day), or when they are dirty, between events, and immediately after spills. Shared equipment must be also cleaned after each use.

From 11:59pm on 21 June 2020, shared accommodation providers can accept:

- Single group bookings of up to 20 people. This single group of people can share facilities such as kitchens and bathrooms.
- A maximum of 20 people in the facility at any one time.
- Multiple group bookings to stay at the premises at one time, subject to the following restrictions:
 - a maximum of 20 people in the facility at any one time
 - guests can only share bedrooms with people they have booked with as part of a single booking.
 - the density quotient applies for all shared areas (e.g. kitchen, drying rooms, dining, lounge, games rooms). The density quotient is determined by measuring the total area of a space (in square metres) then dividing by 4.

For bedrooms:

- (a) members of separately-booked groups must not share bedrooms at the facility; and
- (b) if a bedroom of the facility has an area of less than 12 square metres, only the following people may be booked to stay in that bedroom:
 - (i) people who ordinarily live in the same household or are intimate partners; or
 - (ii) one person
- (c) if a bedroom of the facility has an area of 12 square metres or more only the following people may be booked to stay in that bedroom:
 - (i) people who ordinarily live in the same household or are intimate partners; or
 - (ii) up to 2 people - of the same booked group - who do not ordinarily live in the same household, and one additional person - of the same booked group - per additional 4 square metres beyond 12.

Lodges and other tourist accommodation should allow for flexible booking/cancellation and encourage people to cancel if they are unwell or need to self-isolate. This should be communicated at the point of booking.

3.4.2 Operating plans

Each shared visitor accommodation should have an operating plan that includes cleaning and record keeping. The plan should address specific buildings and management practices and answer how they will manage the following:

- Sleeping arrangements
- Toilet and shower facilities
- Communal areas
- Hygiene procedures and facilities
- Catering facilities and mealtime processes
- Control of entry and exit to the site
- Coronavirus (COVID-19) related education and training for staff/volunteers
- Laundry procedures
- Dry room and equipment processes.

3.4.3 Communications

We encourage communications to include and reinforce the general COVID Safe guidelines. Where possible, these could be provided on any club websites, through newsletters and emails.

it is recommended that shared visitor accommodation facilities consider implementing one or more of the following additional requirements for patrons:

- requesting that patron undertake a symptom self-assessment prior to leaving home (please see **Appendix** for the Patron Accommodation Health Questionnaire), which includes an assessment of whether they have a fever and can include a temperature check at home
- providing information about the symptoms of coronavirus (COVID-19) and asking guests to disclose whether they are unwell or whether they have been asked to quarantine by the Department of Health and Human Services due to being a close contact of a confirmed case of COVID-19
- taking a visitor's temperature on arrival, or if visitors arrive when reception is closed then taking it at the next available opportunity.

If you rent a room or property to travellers or tourists, you can find information on keeping your guests safe on the [Business Victoria](#) website.

All visitors are strongly encouraged to download the COVIDSafe App to assist government with contact tracing in the case of an infection.

Shared visitor accommodation should allow for flexible booking/cancellation and encourage people to cancel if they are unwell or need to self-isolate. This should be communicated at the point of booking.

3.4.4 Shared visitor accommodation facilities

If you are an accommodation provider, it is recommended that you consider implementing one or more of the following additional requirements for patrons:

- requesting that a patron undertake a symptom self-assessment prior to leaving home, which includes an assessment of whether they have a fever and include a temperature check at home
- providing information about the symptoms of coronavirus (COVID-19) and asking guests to disclose whether they are unwell or whether they have been asked to quarantine by the Department of Health and Human Services due to being a close contact of a confirmed case of coronavirus (COVID-19)
- a patron's temperature could be taken on arrival to supplement the self-assessment, or if patrons arrive when reception is closed then taking it at the next available opportunity.

Accommodation providers are encouraged to contact booked guests in the 24 hours prior to their booking and request they conduct a symptom self-assessment before leaving home. Accommodation providers can ask people whether the self-assessment has been done as part of the check-in process.

If a patron becomes unwell while staying in your accommodation facility, encourage them to return home and get tested. Call the coronavirus hotline 1800 675 398 for more information about testing. If returning home is not possible, encourage them to get tested in the local area and undertake all possible efforts to isolate them from others (including avoiding communal facilities) until they receive a negative result.

Shared visitor accommodation facilities are also encouraged to follow the procedures below.

Signage

Shared accommodation providers could consider having appropriately located signage at entries and in common areas relating to physical distancing, personal hygiene and cleaning and disinfecting.

Relevant signage for accommodation can be found at the Business Victoria website:

<https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/tourism-industry-guidelines-for-coronavirus-covid-19>.

Sanitiser Stations

Shared accommodation providers should consider locating sanitiser stations at the entry point to the building, and in communal areas including the kitchen, lounge and dining areas, and at drying room entry points.

Linen and Towels

Shared accommodation providers have many different operations for the provision of linen and towels, noting some have arrangements with offsite laundries. It is highly recommended that occupants provide their own linen and towels for the duration of their stay and it is taken with them on departure.

Any shared linen must be cleaned prior to use. Following use, all linen should to be removed carefully from beds, ensuring it is not shaken, but placed immediately in a bag for transport with an occupant or to laundry. Linen should be washed using the hottest setting appropriate. Do not shake dirty laundry as this may disperse the virus through the air.

Bathrooms

Efforts should be made to restrict the use of ensuites to the occupants of the bedroom.

For shared bathrooms, efforts should be made to restrict the number of people using showers and increase the amount of time between users. If feasible, facilities should consider if allocating showers and bathrooms to designated people particular people.

All hard surfaces (including showers, sinks and bathroom surfaces) are to be cleaned & disinfected with a disinfectant with anti-viral properties regularly – see [Cleaning and disinfecting to reduce COVID-19 transmission - tips for business and construction sites](#).

Communal facilities (including shared kitchens, living and dining areas, drying rooms and laundries)

Communal facilities are subject to the cleaning requirements detailed above. In order to comply with the cleaning requirement, communal facilities in shared accommodation should be cleaned regularly:

- All hard surfaces are to be cleaned & disinfected with a disinfectant with anti-viral properties – see [Cleaning and disinfecting to reduce COVID-19 transmission - tips for business and construction sites](#).
- All carpets should be vacuumed.
- All soft furnishings should be wiped down to ensure the removal of all dirt and grime.
- All rubbish should be removed.

The density quotient applies for all shared areas (e.g. kitchen, drying rooms, dining, lounge, games rooms). The density quotient is determined by measuring the total area of a space (in square metres) then dividing by 4.

Efforts should be made to reduce the number of people using communal areas at any given time, increase the amount of time between users, and facilitate users maintaining a 1.5 metres distance from other users.

You may wish to consider whether the following controls are feasible and appropriate in your setting

- Rostering use of highly used areas such as the kitchen or games room or drying room.
- Moving or removing furniture to facilitate physical distancing
- Increasing availability of hand sanitiser, and cleaning and disinfection items.
- Removing communal supplies or equipment where practicable (e.g., salt, pepper, sugar, condiments, oils and sauces, coffee machines, ice makers, etc.), and encouraging occupants to provide their own supplies.
- Consider allocating designated spaces for storage of food for different groups
- Discourage the sharing of meals and food between those not part of a single group booking.

Swimming pools, spas and saunas

- Indoor and outdoor swimming pools can have a maximum of 20 patrons. There is no limit on the number of people per lane in each pool. Spas and saunas should remain closed.

Ventilation

- Acknowledging the nature of the alpine environment in winter, where possible shared accommodation providers are encouraged to investigate how they are able to maximise the introduction of fresh air into the building, particularly during cleaning.

Entertainment and events

- It is recognised that shared accommodation facilities, such as club lodges, have traditionally been places of social interaction and gatherings. Club Lodges are discouraged from organising events that encourage people to come together.

3.4.5 Visitors (non-residents)

Visitors shared accommodation facilities for social engagement are discouraged, to ensure that the 20-person capacity limit is not breached.

Each facility must request that each person who attends provide their first name and a contact phone number. Venues must keep a secure record of these details, the date and time at which the person attended the facility, and the room number they visited. These records should be kept for 28 days and then destroyed.

The record should include visitors such as maintenance workers, deliveries drivers, etc. where the person attends for longer than 15 minutes.

3.4.6 Changeovers

At such times that the shared accommodation facility changes over its occupants, it needs to develop its own procedures as to how it will achieve the following:

- Maintain compliance with the 20-person maximum capacity
- Facilitate physical distancing and gathering limits
- Undertake the cleaning and disinfection of all areas of the facility between the departure of old and the arrival of new occupants
- Manage luggage transfers ensuring separation between the departing and arriving occupants.

Shared accommodation facilities should also attempt to minimise the number and crossover of arrivals and departures, this may include considering limiting bookings to set periods.

3.5 Transport

3.5.1 Description

Victoria's Alpine resorts provide a variety of transportation solutions, each having their own operating models. While the vehicle types and trip times vary, there are basically three types of transportation:

- Transferring visitors from carparks to / from the village / ski field or around the villages and local communities. These typically involve a trip time of 5 - 20 minutes and are mostly complimentary (i.e. covered by their resort entry fee). Vehicles are usually large low-rider buses or smaller 20 seaters.
- Transporting overnight visitors and their luggage from the carpark / transport hub to their accommodation on a fee for service basis. Service is normally provided on a shared basis. Vehicles typically carry up to 12 passengers and can be a 4WD, minivan or over-snow (for snow-covered roads).
- Staff transportation operates all year round and significantly increases during the snow season. It typically involves travel between local surrounding towns and the resorts. The majority of trips are 15 – 45 minutes but can be up to an hour during winter. Transport is complimentary and provided in a variety of vehicles including cars, minibuses and coaches. While there can be some change, the same staff usually take the same transfer each day.

Resorts should consider implementing COVID safe practices for transportation services, as outlined in the table below. Charter, tour & route coaches that bring visitors to/from the resorts should also be encouraged to consider adopting these practices.

Consideration	Description
Visitor and staff queueing	Visitors should be requested to maintain 1.5 metres physical distance. This should be actively monitored by staff where possible. Signs could be installed at major queuing locations reminding visitors and staff to maintain 1.5 metres in physical distance from one another.
Driver safety	Where possible, people in vehicles should endeavour to maintain a physical distance of 1.5metres. Vehicles could be fitted with screens to separate drivers from passengers. If driver screens cannot be fitted, consider "roping off" front seats to keep them empty if possible. Consider implementing a rule that the driver is last-on, first-off of the vehicle.
Vehicle requirements	Heating, ventilation and air conditioning systems should be checked regularly to ensure they are operational and maintained in accordance with the recommended service intervals. Air-conditioning should not be used on the recycled air setting. If climate allows, ventilation can be improved by keeping windows ajar. Vehicle interiors should be cleaned and disinfected at least once each day (once per shift for vehicles that operate across multiple shifts) including seats, seat belts, windows, doors, handles and other frequently touched surfaces. Passengers should load and unload their own luggage where practicable. Hand sanitiser should be readily available where practicable. All passengers must be seated.
In-vehicle payments	Visitors are to be encouraged to book in advance to minimise payment of fares within vehicles. Any payments taken within vehicles are to be via contactless methods (e.g. credit card) to the maximum possible extent.
Staff transportation	A manifest could be maintained of all staff transported on each service. Hand sanitiser should be provided at the start of all trips, and staff are to sanitise their hands as they board the vehicle.
Charter, tour and route coaches	Operators should assist their passengers to maintain 1.5m separation when queueing, and that passengers can return to the vehicle (charter or tour) at any time if the weather is poor and they cannot find an indoor space within the resort.

Vehicle entry and exit	For vehicles over 12 passengers, and if driver screens can be provided, then consider using separate doors for passenger ingress and egress where practicable. If driver screens cannot be provided, then passenger ingress and egress should be through the rear door where possible.
Seating	Encourage passengers to only sit beside someone with whom they are staying.
Hand hygiene	Handwashing facilities or sanitiser should be made available before and after the journey.

3.6 Snowsports Equipment Rental

3.6.1 Description

The Alpine Resorts are destinations where people are able to enjoy a variety of snow sports and snow play activities. These activities require a minimum of appropriate winter clothing, hat and gloves, through to a complete fit-out of specialised clothing, footwear, accessories, and equipment, to participate.

The retail and rental of ski equipment is offered through a number of large and small snowsports outlets that are located in Melbourne, its suburbs, regional towns, on the approach to the mountains, and in the resorts themselves.

This section provides guidance to the snowsports industry on the safe provision of rental equipment for customers to use in the Alpine Resorts.

3.6.2 Store operations

Snowsport rental must adhere to three requirements applicable to all Victorian retail facilities:

- You must limit entry to one person per four square metres in a single undivided indoor space. For example, if your shop is 2 metres wide and 8 metres deep, its floorspace would allow a maximum of 4 customers inside at one time ($2 \times 8 = 16$ sqm, divided by 4 sqm per person = 4 customers).
- You must place a sign at the entrance/s to your premises indicating the maximum capacity of your shop and ensure no more than this number of customers are in your premises at any one time.
- You must take all reasonable steps to ensure that frequently touched surfaces are routinely cleaned with a disinfectant (at least twice a day), or when they are dirty, between events, and immediately after spills. Shared equipment must be also cleaned after each use. You can find more information at <https://www.dhhs.vic.gov.au/cleaning-and-disinfecting-reduce-covid-19-transmission>

Managing physical distancing requirements and patron limits

Businesses should encourage staff and customers to maintain at least 1.5m physical distance where possible.

Stores may find the following strategies helpful to manage patron limits and physical distancing:

- Control of entry points, where possible provide dedicated entries and exits
- Use of floor markers and or barriers for customers to follow
- Additional signage encouraging physical distancing and use of pre-booking systems
- Adjusting store layouts, and particularly counters, to assist customers and staff with distancing
- Where possible allocating staff to dedicated spaces, minimising movements in store

Boot Fitting

The following processes and equipment are to be considered in undertaking boot fitting:

- Wipe down seating and equipment with disinfectant wipes prior to starting
- Where possible, asking the customer to complete actions without assistance: i.e. measuring etc.
- Cleaning and disinfecting equipment prior to returning to storage.

3.6.3 Rental of Equipment

Available Equipment

To limit the potential transfer of infection, only the following snowsports items are approved for rental:

- Skiing equipment (skis, boots, poles)
- Snowboarding equipment (boards, boots)
- Clothing and foot wear
- Jackets, pants, boots and helmets
- Safety and protective equipment

Gloves, goggles or other face wear are **not** to be available for rent.

Equipment preparation and cleaning

All clothing, footwear and equipment should be washed, cleaned and disinfected prior to each rental period.

Guidance on how to clean and disinfect shared equipment is outlined in the table below.

<p>Non-porous surfaces</p> <p><i>e.g. skis and boards, poles, boots (external)</i></p>	<p>For items that have non-porous surfaces, and where disinfection will not damage the materials of the equipment, both cleaning and disinfection should take place, as cleaning alone does not kill germs.</p> <p>The first step is cleaning, which means wiping dirt and germs off a surface. You can use common household detergent products for cleaning, they are stocked at supermarkets.</p> <p>The next step is to disinfect the surface. Disinfection means using chemicals to kill germs on surfaces. Again, supermarkets stock common household disinfection products – it is important to use products that are labelled “disinfectant” and to follow the instructions on the label. You can find more information at https://www.dhhs.vic.gov.au/cleaning-and-disinfecting-reduce-covid-19-transmission</p> <p>Where items cannot be effectively cleaned, practice good hand hygiene, before and after use. It is recommended that items that are placed on the head, that cannot be effectively cleaned, are not shared.</p>
<p>Fabric or porous surfaces</p> <p><i>e.g. jackets, pants</i></p>	<p>Clean the touch surfaces of the item that can be wiped with a damp cloth. Items should be cleaned after each patron use.</p> <p>Not all surfaces are amenable to frequent cleaning.</p> <p>For soft or porous surfaces like fabric or leather, seek advice from the manufacturer of the item to be cleaned about which cleaning products can be safely used. Detergent can generally be used to clean fabric surfaces. If more thorough cleaning is needed, fabric surfaces may be steam cleaned. Leather will have special cleaning requirements.</p> <p>If soft or porous surfaces require regular cleaning, it may be more effective to use a removable washable cover or a disposable cover and replace these as regularly as you would clean the surfaces. Disinfectant is not suitable on fabric surfaces as it only works with extended contact time with the surface.</p> <p>Any laundered items should be washed using the hottest setting appropriate. Do not shake dirty laundry as this may disperse the virus through the air.</p>

Collection

In order to maintain physical distancing and minimise transmission risks, business operators should consider the adopting the following practices during the collection process:

- Encouraging customers to complete all rental forms online prior to arrival
- Guiding customers through the collection process in a way that minimises time and movement within the store.
- Consider providing signage to assist customers in identifying the correct sizes as accurately as possible
- Any clothing, footwear, helmets or equipment provided to a customer during the collection process, which is returned for any reason (e.g. size) should be treated as used and should follow the return process.

Return

In order to maintain physical distancing and minimise transmission risks, business operators should consider adopting the following practices during the equipment return process:

- Designating separate areas for returning used equipment (clothing, footwear and equipment), cleaning and disinfecting, and for storing equipment that is clean and ready for collection.
- Asking customers to place used footwear and equipment into storage racks directly and used clothing carefully into a storage bin or bag for transport to the laundry.

- Providing storage bins and racks to minimise the need for manual handling prior to undergoing washing, cleaning and/or disinfecting.
- Providing disposable gloves to staff members, and washing hands once gloves are removed
- If washing on site, each item of clothing should be carefully transferred directly into the washing machine from bins or bags minimising all manual handling. For cleaning conducted offsite, facilities should ensure clothing is securely fastened and clearly marked as used/contaminated prior to transport.

Lockers

Where lockers are provided for customer storage they are to be cleaned and disinfected prior to reuse.

3.6.4 Personal Protective Equipment (PPE)

Gloves

Staff should wear non-sterile disposable gloves when cleaning and disinfecting. Use of other PPE is not required.

- Gloves should be immediately discarded after each cleaning session.
- Staff should be informed to avoid touching their face, especially their mouth, nose and eyes when cleaning.
- Staff should perform hand hygiene before and after using gloves.

Masks

Workplaces should not encourage staff who are well and engaging with the public to wear masks, unless your staff were previously required to wear masks to control for risks other than coronavirus (COVID-19) infections. However, an employee should not be prohibited from wearing a face mask if they wish.

For more information, please refer to [DHHS Personal protective equipment \(PPE\) guidance](#).

3.7 Snowsports school and competitions

3.7.1 Description

During normal periods of operation, instruction in snowsports is delivered to adults and children via a range of products inclusive of:

- Private lessons - catering for between 1-6 persons who form their own group to participate. Lessons length is between 1-6 hours and conducted outdoors.
- Adult group lessons – catering for between 1-8 persons aged 15+ who book and participate independently as per a 'boot camp'. Lesson length is typically 2 hours and conducted outdoors.
- Children's group lessons – cater for children aged 3+ for between 2 – 5 hours purchased as 2 hour, half day or full day products. Younger children (c.3-5yrs) generally commence their lessons indoors with older children (c. 6-14yrs) commencing outdoors, utilising indoor facilities for breaks and meals only.
- Competition programs – cater to experienced snowsports enthusiasts seeking to develop skills to compete in events such as ski racing. Participants generally aged between 8-20yrs. Programs are delivered by a blend of club and ski school employed coaches.

3.7.2 Requirements in the Restricted Activity Directions

As an outdoor group sport activity, snow sports schools are currently permitted for groups of up to 20 people under the current [CHO Restricted Activity Directions \(No 10\)](#).

Non-contact sporting competitions for all age groups can begin from 22 June 2020.

For more information on competitive sport and outdoor physical recreation activities, see the [Sport and Recreation Victoria guidelines](#).

3.8 Staff safety

All places of business must take precautions to protect the health and safety of employees and customers and their risk to coronavirus (COVID-19). This duty of employers is instilled in the *Occupational Health and Safety Act 2004 (OHS Act)*.

Staff safety and wellbeing is paramount. RMBs should ensure that adequate processes are in place to protect staff, including regular information sharing and zoning staff to reduce intermixing between staff and patrons where possible.

Alpine businesses should:

- display information about the symptoms of coronavirus (COVID-19) and the need for staff to stay home when unwell
- distribute these guidelines to staff and ensure that they are familiar with the guidance information.
- recommend all staff complete the Staff Coronavirus (COVID-19) Health Questionnaire before each shift. A downloadable version can be found at www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid19/hospitality-industry-guidelines-for-coronavirus-covid-19.
- direct staff to stay at home if they are sick or go home immediately if they become unwell
- encourage staff to report when they have been a close contact* with a confirmed case of coronavirus (COVID-19) and to quarantine as required
- communicate with staff on safety and hygiene practices to ensure they understand and fulfil their duties and responsibilities
- ensure staff are aware of, and understand, the resources and support services available to them
- arrange safe staff workspace allocations to minimise staff interaction with patrons where possible
- ensure Responsible Service of Alcohol principles apply to venues supplying liquor under a liquor licence
- encourage staff to download the COVIDSafe app.

**A close contact is someone who has spent greater than 15 minutes face-to-face, cumulative, or the sharing of a closed space for more than two hours, cumulative, with a confirmed case of coronavirus*

3.9 Testing, isolation and quarantine

3.9.1 Who should be tested?

Currently, Alpine region testing is for symptomatic persons only. There is currently no testing of asymptomatic people at Alpine Resorts. However, any changes to this approach is subject to the advice of the Victorian Chief Health Officer.

At present, staff or patrons should seek advice and get tested if

(a) they have been advised by DHHS to get tested

or

(b) they have symptoms of coronavirus (COVID-19)

Up-to-date information regarding indications for testing are available <https://www.dhhs.vic.gov.au/getting-tested-coronavirus-covid-19#should-i-get-tested>

In general, members of the public are advised to seek advice regarding testing if they have any of the following symptoms

- Fever (37.5 degrees or above)
- Chills or sweats
- Cough
- Sore Throat
- Shortness of breath
- Runny nose
- Loss of sense of smell and taste
- Headache, muscle soreness, stuffy nose, nausea, vomiting and diarrhoea may also be considered.

Where there are questions about whether an individual should be tested advice is available by calling the 24-hour coronavirus hotline on 1800 675 398, through the person's local doctor, or by using the online self-assessment tool.

3.9.2 COVID-19 testing locations

The Department of Health & Human Services is working to ensure that tests will be available for any staff or visitor at an alpine facility who exhibits coronavirus (COVID-19) symptoms. These tests will be free of charge and undertaken in a designated location by qualified staff.

On mountain testing will be available at the below resorts:

- Falls Creek
- Mount Buller
- Mount Hotham

Off mountain testing will be available at the following resorts:

- Lake Mountain
- Mount Baw Baw

There are testing facilities available at the following towns near the resorts:

- Bright
- Mt Beauty
- Myrtleford
- Mansfield – GP practice
- Wangaratta
- Benalla
- Warragul
- Healesville
- Alexandra

3.9.3 Self-isolation for staff and visitors while awaiting test results

Individuals who have symptoms of coronavirus (COVID-19) and are awaiting test results are required to isolate at home or at another suitable location while they are awaiting test results. Close-contacts of confirmed cases will also need to self-quarantine. Detailed advice on self-isolation and quarantine is available at <https://www.dhhs.vic.gov.au/self-quarantine-coronavirus-covid-19>

There are complexities to self-isolation in alpine facilities because

- staff may live in high-density accommodation with shared facilities
- visitors may be staying in accommodation with shared facilities, and with individuals or groups that they do not normally reside with
- these individuals may not have a home in close proximity for self-isolation.

For visitors

Visitors should consider returning home.

However:

1. Visitors staying in self-contained accommodation* can self-isolate in that space if there is no possible alternative, so long as 1.5 metres physical distancing can be maintained (including while asleep).
2. Visitors staying in accommodation where their sleeping space or amenities (for example, bathroom, kitchen, living area) are shared with others, should make provisions to self-isolate elsewhere. This may include booking self-contained accommodation.
3. Where visitors cannot reasonably return home (for example because their home is interstate) and cannot book alternative accommodation, RMBs will endeavour to assist these visitors. This might include supporting the visitor to book alternative self-contained accommodation.

For staff

1. Staff who are living in self-contained accommodation* can self-isolate in that space if there is no possible alternative, so long as 1.5m physical distancing can be maintained (including while asleep) between themselves and the rest of their household.
2. Staff who are staying in dormitory-style accommodation where their sleeping space or amenities (for example, bathroom, kitchen, living area) are shared with others will need to isolate in self-contained accommodation provided by their employer.

**Self-contained accommodation is defined: where the only people you share a bedroom, bathroom, kitchen or living area with are those you ordinarily live with (such as your family), or your intimate partner.*

For both visitors and staff

If individuals need to receive assistance due to their age, disability or a chronic health condition then a service provider, carer, or family member can visit or stay if required to provide them with assistance.

Those who are sharing a room with a person awaiting a COVID-19 test are not required to self-isolate provided they do not have symptoms.

3.9.4 Quarantine for staff and visitors who test COVID-19 positive

People who test positive for coronavirus (COVID-19) must quarantine by themselves. Assistance will be provided to those who cannot return to their home on a case-by-case basis in collaboration between the Resort Management Boards and the Department of Health and Human Services.

4 Employers and staff – Frequently Asked Questions

How can I encourage physical distancing?

In order to maintain physical distancing, operators should consider:

- placing signs at entry points to instruct clients not to enter if they are unwell or have symptoms of coronavirus (COVID-19). The sign should state that businesses have the right to refuse service and must insist that anyone with these symptoms leaves the premises
- managing patron movement associated with entry and exit from the venue by allocating separate entry and exit points if practicable.
- ensuring physical distancing by placing floor or wall signage to mark out 1.5 metres distance between persons for queues and waiting areas.
- using physical barriers where practical, such as plexiglass around serving counters or reception areas
- space seating at least 1.5 metres apart
- limiting the use of cash transactions by encouraging clients to use tap and go, direct deposit or other contactless payment options
- moving patrons quickly to minimise queuing and congregation at entrances or arrival areas
- assisting your staff in encouraging patron compliance, including nominating a key staff member; and
- where possible, staggering arrival times to minimise queues or crowds at entrances, and ensure physical distancing at hand sanitiser stations.

Will the Victorian Government provide downloadable signage that I can put up at my business on physical distancing and expected staff and visitor behaviours?

Yes. Signage can be downloaded at <https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/coronavirus-business-support>.

Additional signage provided by the Victorian Government can be downloaded at:

- www.health.gov.au/resources/collections/coronavirus-covid-19-campaign-resources
- www.health.gov.au/resources/publications/coronavirus-covid-19-keeping-your-distance

How often should surfaces be cleaned?

Cleaning and disinfecting common contact surfaces will help to slow the spread of coronavirus (COVID-19). This should be done regularly for high-touch surfaces in public spaces. Surfaces and fittings should also be cleaned immediately when visibly dirty and after any spillage.

Common contact surfaces include:

- benches and workstations
- door and cupboard handles
- handrails
- switches
- taps
- ATMs
- EFTPOS keypads
- eating and drinking utensils
- tables and chairs (including underneath); and
- kitchen and food contact surfaces.

Personal items used in the workplace, such as glasses and phones, should be cleansed and disinfected frequently (e.g. by using isopropyl alcohol wipes).

Workplace amenities, including kitchens, lunchrooms, communal areas, change rooms, toilets, drink fountains and vending machines, should also be regularly cleaned, or immediately if they are visibly dirty and after any spillage has occurred.

How should surfaces be cleaned and disinfected?

You need to clean and disinfect surfaces; both steps are essential. The first step is cleaning, which means wiping dirt and germs off a surface. You can use common household detergent products for cleaning, they are stocked at supermarkets.

Cleaning alone does not kill germs. The next step is to disinfect the surface. Disinfection means using chemicals to kill germs on surfaces. Again, supermarkets stock common household disinfection products – it is important to use products that are labelled “disinfectant” and to follow the instructions on the label. You can find more information at www.dhhs.vic.gov.au/cleaning-and-disinfecting-reduce-covid-19-transmission.

How often should staff be washing their hands or sanitising?

The most important measure is proper handwashing. To reduce the risk of cross-contamination, practice good hand hygiene before all contact with clients, and after any activity or contact that could result in hands becoming contaminated.

Hand washing should take at least 20 to 30 seconds. Wash the whole of each hand, covering all areas with soap before washing with water. If hand washing is not practical, alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol is recommended.

Staff must have access to appropriate handwashing facilities and must wash and dry their hands:

- on arrival at work
- before handling food
- after smoking, coughing, sneezing, blowing their nose, eating or drinking, and using the toilet
- after touching hair, scalp, mouth, nose or ear canal
- after handling rubbish and other waste
- after handling money or bank cards
- before and after cleaning; and
- before and after removing gloves (if used).

How can I limit interaction between customers and cashiers/front of house staff?

There are a number of ways interactions can be limited to reduce the risk of coronavirus (COVID-19) transmission.

Encourage customers to use contactless payment methods, such as credit or debit cards, phone or other payment-enabled devices instead of cash.

Consider using physical barriers, such as plexiglass screens, at counters where interactions with customers frequently occur.

If practicable, set up separate venue entry and exit points so patrons and staff can maintain physical distancing when moving around facilities.

How can I best maintain physical distancing with contractors such as delivery drivers?

Request delivery drivers and other contractors visiting the premises to limit interaction with staff. Use electronic paperwork where possible and, instead of a signature, send a confirmation email or take a photo of the goods onsite as proof of delivery.

If a staff member is unwell should they stay home?

Staff attending work while unwell creates a significant risk of coronavirus (COVID-19) transmission. Staff should be directed to stay home if they are sick or go home immediately if they become unwell. Employers' leave policies should be reviewed to ensure that staff do not attend work while unwell.

Any staff member with symptoms of coronavirus (COVID-19), however mild, should be asked not to come to work and / or sent home immediately. Symptoms of coronavirus (COVID-19) include fever, coughing, sore throat, fatigue, and shortness of breath.

Employers should also encourage staff to complete the Staff Coronavirus (COVID-19) Health Questionnaire at the start of each shift. If a staff member develops symptoms while at work, they should:

- immediately notify their supervisor or employer

- leave the workplace, travelling by the least public means possible; and
- ring the DHHS coronavirus (COVID-19) hotline on 1800 675 398 for advice on testing.

They must then stay home until symptoms have resolved, until it has been 72 hours since the last fever or chills, and until they have received a negative test result (if one was needed).

Staff should be provided with appropriate wellbeing support.

If a staff member turns up to work with a temperature and is sent home, am I responsible for paying them for that shift?

Staff attending work while unwell creates a significant risk of coronavirus (COVID-19) transmission. Staff should be directed to stay home if they are unwell or go home immediately if they become unwell.

Leave policies should be reviewed to ensure that staff do not attend work while unwell.

Responsibility for payment will depend on how the staff is engaged (i.e. permanent or casual), the employer's leave policies and any applicable workplace instrument such as an enterprise agreement or modern award.

People who are forced to self-isolate by the Chief Health Officer – either because they have coronavirus (COVID-19) or are a close contact of someone with coronavirus – and who will not have any income as a result, may be eligible to receive a one-off \$1,500 payment from the Victorian government. Full-time and casual workers, and some self-employed workers who have no sick leave, who aren't covered by JobKeeper and whose employer has no special leave in place, may be eligible for the one-off payment.

Further information on coronavirus (COVID-19)-related pay and leave entitlements can be found through the Fair Work Ombudsman at:

- [Pay and Leave During Coronavirus](#)
- [Health and Safety in the Workplace During Coronavirus](#)

Should my staff be temperature tested at work?

No. It is not recommended that workplaces (other than sensitive settings such as hospitals) conduct temperature tests on staff or customers. Staff should complete the Staff Coronavirus (COVID-19) Health Questionnaire before every shift, which can include a temperature check.

Please advise your staff that if they take their temperature using a thermometer and it is 37.5 degrees or above, they are considered to have a fever and should not come to work.

Even if your staff have only mild symptoms like tiredness or a sore throat, they should attend a coronavirus (COVID-19) testing location. For a map of testing locations visit <https://www.dhhs.vic.gov.au/gp-respiratory-clinics-and-hospital-respiratory-clinics-covid-19>.

How can I manage potential coronavirus (COVID-19) outbreaks among staff?

Have a plan in place if a staff member should test positive for coronavirus (COVID-19). For example, maintain accurate records of your work roster to identify who has been in close proximity with one another during a shift.

If a staff member does test positive, treat them with understanding and compassion. Check in on their wellbeing regularly during self-isolation and monitor their mental health.

DHHS will work with you to provide clear direction and indicate requirements where someone with coronavirus (COVID-19) has been at your facility while infectious.

Should I encourage staff to wear PPE?

No. Wearing masks is not recommended for individuals that are not showing symptoms and anyone with symptoms should be asked to stay home.

Good hygiene practices, such as handwashing, cleaning and disinfecting surfaces and utensils, and physical distancing and barriers are the most effective methods for maintaining staff health and reducing the risk of transmission.

Gloves are recommended when cleaning and disinfecting. Use of eye protection, masks and gowns is generally not required when undertaking routine cleaning unless the manufacturer's advice for a disinfectant product requires it.

If staff were previously required to wear PPE to control for risks other than coronavirus (COVID-19) infections, then they should continue to do so.

How can I minimise interactions between staff members during breaks or when transitioning into or out of work periods?

The times at which staff are not actively working or transitioning, such as meal breaks, toilet breaks, arrival and leaving work, are when interaction between them is most likely, which may lead to an increased risk of transmission.

Businesses should help staff maintain physical distancing protocols during these times by:

- reviewing shift arrangements to create smaller teams and have each team work independently (known as cohorting)
- staggering or increasing the time between shifts to eliminate bottlenecks and avoid intermingling between different teams
- using the gaps between shifts for cleaning between work teams or cohorts
- spreading out staff break times to reduce the number of people using communal facilities at the same time
- removing excess chairs and tables from communal break areas to encourage staff to stay a minimum 1.5 metres from one another during breaks; and
- discouraging traveling together, such as carpooling, to work.

Staff whose work is not essential to the physical operation of the business should work from home.

What should I do if a staff member refuses to work due to concerns about contracting coronavirus (COVID 19)?

In some circumstances, employees have the right to refuse to carry out or stop unsafe work. They have this right if there is a reasonable concern that they will be exposed to a serious risk to their health and safety from an immediate or imminent hazard. This could include exposure to coronavirus (COVID-19).

If an employee stops work because it is unsafe, they need to tell you as soon as possible. The employee must then be available to carry out suitable alternative work, including doing other tasks that they are trained or able to do, or performing their work from another location, such as working from home.

What if an employee requests to wear a face mask?

Workplaces should not encourage staff who are well and engaging with the public to wear masks, unless your staff were previously required to wear masks to control for risks other than coronavirus (COVID-19) infections. However, an employee should not be prohibited from wearing a face mask if they wish.

How can I best engage and consult with staff regarding coronavirus (COVID-19)?

Employers have an obligation to consult staff and Health and Safety Representatives on matters related to health and safety that directly affect or are likely to directly affect them.

Keep staff informed through regular briefings on coronavirus (COVID-19) with information from the [DHHS website](#), including updates and reminders on risk control strategies, and communicating and enforcing coronavirus-related policies and procedures.

Distribute information from authoritative sources, such as WorkSafe and DHHS, to increase staff's awareness of the need for preventative measures to reduce the risk of transmission.

Consult staff on what control measures should be put in place to eliminate or minimise the risk of transmission and the adequacy of facilities, such as for handwashing, for staff and clients.

Ensure that your staff feel supported and heard. Take their views into account when making decisions, advise them of those decisions, and provide means for them to raise concerns.

Also ensure that any consultation requirements under workplace instruments (such as an enterprise agreement or modern award) that apply to your business are observed.

What do I do if a customer does not comply with my RMB's control measures?

If a customer at the venue is in breach of the directions issued by Victoria's Chief Health Officer or is not cooperating, a business has the right to refuse entry to customers or ask them to leave.

What information am I required to collect from patrons?

Some alpine facilities, such as restaurants, cafes, and accommodation facilities, are required to request the first name and phone number of people that attend for more than 15 minutes and keep a secure record of those details, the date and time at which the person attended the facility (and if there are multiple indoor spaces, include the indoor space(s) which the person visited).

Retailers attached to facilities, such as clothing or ski equipment shops, do not need to keep records of people who have visited their shops.

Facilities are not required to verify information provided by patrons.

Do I need to keep electronic records or would written down (pen and paper) suffice?

Businesses can determine how to best securely record and store visitor details. A simple hand written log or register will suffice but considerations should be made on how to minimise the risk of transmission if staff and patrons share the record-keeping materials. For example, only have one staff member per shift collect customers' details and/or regularly clean the pens used to write down details.

A template for recording visitor details can be found at <https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/tourism-industry-guidelines-for-coronavirus-covid-19>

Records should be securely stored and information not used for any other purpose other than the reason for which it was collected, namely to trace in the event that a positive case of coronavirus (COVID-19) is detected at the venue.

How long do records need to be kept?

Keep the record for 28 days from the date the individual attended the venue. This enables contact tracers to quickly make contact in the event that a positive case of coronavirus (COVID-19) is detected at the venue.

Securely destroy the record after 28 days from the date the individual attended the venue. Note that this only applies to customer records put in place to prevent the spread of coronavirus (COVID-19). Other business records, such as those required by the Australian Taxation Office, should be retained under their normal statutory periods.

Businesses must take reasonable steps to protect patrons' personal information from being misused, interfered with and lost, as well as from unauthorised access, modification and disclosure.

Do I need to disclose to customers about the retention of that data?

Yes, there should be a collection notice displayed informing patrons and other visitors of the requirement to record their contact details, the purpose for doing so and that records will be destroyed after 28 days.

Do I have to get every single person's details, or just one from each group?

The details of each person should be requested.

Does my data from reservations count? What form do I use?

Data from your reservations can be used if it meets the requirements:

- first name and phone number;
- time and date of visit; and
- if there are multiple indoor spaces, the indoor space(s) which the person visited.

The details of all patrons must be recorded.

What if a patron or visitor does not want to give their details?

Explain the purpose for collection, which is to assist any contact tracing in the event of an outbreak or potential exposure to someone with coronavirus (COVID-19) at the venue and in order to protect the patron and the health and safety of their family and friends.

If the patron or visitor still declines to provide details after being given an explanation, they cannot be compelled to do so – but businesses may refuse service.

Patrons concerned about the handling of their personal information by the venue can make a privacy complaint to the [Office of the Australian Information Commissioner](#).

What do I need to do to comply with privacy regulations when collecting and keeping visitor details?

The Office of the Australian Information Commissioner provides [a guide on the reasonable steps](#) you could take to protect the personal information you are collecting from patrons and visitors. This includes steps to protect the information from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

As a business owner, do I collect data of customers under the age of 18?

Yes.

If it's a regular customer, do I have to get their details every single time?

Yes. It is important to record their first name, phone number and the date and time they attended.

5 Patrons - Frequently Asked Questions

Will all resort areas operate the same?

No. Each Victorian alpine resort will prepare a COVID-safe Operating Plan to ensure the safe operations of the resort. This plan will consider the circumstances and facilities available, and how the resort will implement required measures to be consistent with public health directives.

Always plan ahead and check with resort information and advice before leaving home. Further information specific to each resort is available on their website:

- falls creek.com.au
- mtbuller.com.au
- mthotham.com.au
- mountbawbaw.com.au
- lakemountainresort.com.au
- mtstirling.com.au

For general COVID-19 information visit www.coronavirus.vic.gov.au

Are there limits to the number of people who can visit alpine areas?

Yes. Controlling visitor access to each resort on a given day is needed to ensure effective management of physical distancing at alpine resorts, to comply with public health directives and minimise the risk of coronavirus (COVID-19) transmission.

The number of people in a resort at any one time will be capped based on the resort's ability to maintain physical distancing requirements and density of people gathering in one place. Limits on visitors may include a maximum daily capacity, as well as procedures to manage the capacity of facilities and infrastructure including lifts, restaurants, car parks, ticket areas and gathering areas.

Capacity limits will be continually monitored and may be revised to meet operational needs. This includes consideration of weather conditions and plans to adjust operations as needed to maintain physical distancing and hygiene requirements. If resorts expect physical distancing measures to be impacted by adverse weather, they will adjust their operations accordingly (including closure of facilities where needed).

Visitors should continue to monitor advice from each resort prior to and during their visit.

Do I need to pre-book resort entry and other services?

Yes. You should pre-book resort entry. The total number of visitors will be determined by individual resort management boards and managed through online bookings and pre-purchased resort entry. Entry will usually not be permitted into a resort unless it has been pre-purchased online.

Pre-purchased ticketed entry ensures the resorts can manage capacity in accordance with the current public health restrictions. It also supports the services that are required to keep the resorts operating during this time including snow clearing, parking and public facilities.

Visitors should, where possible, ensure that all services (including transport, accommodation, lift tickets, ski school) are booked in advance. This will minimise the number of visitors arriving at a resort entry, or a particular activity, having to be turned away.

Will there be capacity limits for facilities?

Yes. There are special requirements for every business in Victoria that has customers on its premises.

This includes identifying and enforcing maximum capacity limits for premises. Businesses will display signage at their entrances indicating the maximum capacity of the premises and ensure these limits are complied with. These

requirements apply to all premises within the resort area including restaurants, rental accommodation and retail outlets.

Physical distancing requirements also apply to queues for these facilities, including ski lifts, to maintain at least 1.5 metres of distancing at all times.

Can I go skiing? Are limits in place for downhill runs and ski trails?

Yes, skiing and other snow-based activities are permitted from June 22. To meet physical distancing requirements and gathering restrictions the total number of users on runs, toboggan areas and trails will be subject to limits. These will be managed through signage and advice from staff, in addition to limitations on ski lifts and resort capacity measures.

Will ski lifts be operating? Are there capacity limits on ski lifts?

Yes. Ski lifts will be operating from June 22. Individual resorts will have appropriate measures in place to manage distancing in queues and in lift operations. These will be managed by staff in addition to signage and appropriate visual cues.

Queues for ski lifts will need to maintain the required 1.5 metres of distancing at all times.

To ensure physical distancing is maintained the resorts will limit the numbers of persons allowed to ride on ski lifts, with reduced seating allowances per chair. Further information is available from the alpine resort websites.

Physical distancing requirements will not apply to:

- Groups of people that are living together or staying as a single group
- Children who require supervision for safety reasons
- Persons with disabilities who require assistance.

Is snow play and sight-seeing allowed?

Yes. Victorians can take day trips to alpine areas for snow play and sight-seeing. Pre-purchased entry tickets are required for all resorts to manage their capacity safely.

Can ski lessons take place? Are there group limits per lesson?

Yes, ski lessons can operate from June 22. Current restrictions limit group numbers to 20 people and physical distancing requirements must be met.

Providers will be operating in line with the resort's COVID-safe operating plan. Please contact providers directly for details.

Will public transport be operating to the resorts?

Transport options to and from individual resorts will vary.

These services must comply with tourism and transport industry guidelines, including appropriate hygiene and physical distancing where possible.

Visitors are encouraged to pre-book all transportation. Please visit the resort or transport services websites for further information.

Will shuttle buses be operating through the resort?

Transport services operating within alpine resorts will vary. All transport services will be required to comply with the resort's COVID-safe operating plan.

These services must also comply with tourism and transport industry guidelines which prescribe hygiene and physical distancing requirements as well as those relating to the collection of traveller information to assist in contact tracing.

Individual resorts will have appropriate measures in place to manage physical distancing in queues and while transporting visitors. These will be managed by staff in addition to signage and appropriate visual cues.

Exemptions to physical distancing requirements and capacity limits will apply to:

- Groups of people that are living together
- Children who require supervision for safety reasons
- Persons with disabilities who require assistance.

Visitors are encouraged to pre-book all transportation. Please visit the resort websites for further information.

Are skiing or cross-country tours allowed?

Yes, skiing tours will commence from June 22. All tour operators are required to have a COVID-safe plan to maintain compliance with public health directions.

Please contact your operator for further details.

Will ski patrols be operating?

Yes. Ski patrol operations in the resorts will have procedures in place to ensure their operations are COVID-safe and compliant with public health directions.

Individual resorts will have different levels of patrols which may vary according to weather conditions. Please contact the resort for the most current information and advice.

Will emergency shelter be available?

Yes. Emergency shelter will be available. To maintain physical distancing requirements in emergency shelters, resorts will have in place plans for prevailing weather conditions, such as strong winds and lightning storms that have the potential to impact on resort operations. Please follow the directions in place at each resort.

Will there be snow grooming and snow making at resorts?

Yes. Snow grooming and snow making activities are considered low risk activities and will be undertaken at the resorts. Operations will be subject to industry guidelines on hygiene, sanitation and safe practices.

Are tourists able to stay at the resorts?

Yes. From 11.59pm on June 21, visitors can stay at tourist accommodation, including private holiday rentals and ski lodges, subject to capacity limits. Contact your resort accommodation provider for further advice.

Each resort will have a cap on the number of people in the resort at any one time. On-line bookings and pre-purchased entry will be required in addition to pre-booked accommodation.

Accommodation providers will be subject to tourism industry guidelines to ensure COVID-safe operations, including for hygiene and sanitation practices. The capacity of providers will vary according to their COVID safe operating plans. Contact your resort accommodation provider for further advice.

Can I stay in a ski lodge?

Yes. Ski lodges can open, subject to capacity limits. Contact your resort accommodation provider for further advice.

What information are accommodation providers required to collect from patrons?

Accommodation providers are required to keep the first name and phone number, the date in and date out of all people accommodated.

This is to assist with contact tracing and to protect the health of all visitors to premises.

Businesses are to keep a secure record of those details for 28 days.

Are sauna and spas able to be used?

No. Saunas and spas must remain closed for now.

Will pools be opened?

Yes. Outdoor and indoor pools can open, with up to 20 persons per pool (subject to capacity assessments), and maintaining physical distancing requirements.

Can restaurants and takeaway operate at resorts?

Yes. Restaurants and food outlets must comply with current restrictions and Hospitality Guidelines.

In line with current public health directions, restaurants, cafes and other hospitality businesses can resume dine-in service with the following restrictions:

- All venues must abide by physical distancing requirements. This includes identifying and enforcing maximum capacity limits for their premises. Businesses will display signage at their entrances indicating the maximum capacity of the premises and ensure these limits are complied with.
- Venues are required to request contact details, first name and phone number, of every customer to assist in contact tracing

Changes to these limits will be subject to the advice of the Chief Health Officer

What information are other businesses at the resorts required to collect from patrons?

Some businesses, workplaces and premises are required to collect the name and phone number of visitors to their premises. Businesses must keep a record of those details, and the date and time at which the person attended the facility.

This is to assist with contact tracing and protect the health of all visitors to premises.

Businesses are to keep a secure record of those details for a minimum 28 days.

What requirements are there for shops and retail businesses at the resorts?

There are requirements for every business in Victoria that has customers on its premises.

This includes identifying and enforcing maximum capacity limits for premises. Businesses must display signage at their entrances indicating the maximum capacity of the premises and ensure these limits are complied with. These requirements apply to all premises within the resort area including restaurants and retail outlets.

Businesses must also operate in compliance with guidelines on hygiene and sanitation requirements, including the implementation of appropriate cleaning regimes.

Can I hire ski and snowboarding equipment?

Yes. Equipment rental is available. To limit the potential transfer of infection, only the following snow sport items are approved for rental:

- Skiing skis, boots, poles
- Snowboarding boards, boots
- Clothing and footwear
- Jackets, pants, boots and helmets
- Safety and protective equipment.

No gloves, goggles or other face wear will be available for rent.

Visitors should seek to complete rental forms online, or prior to arrival. Businesses providing rental services will be operating in compliance with industry guidelines, including for cleaning regimes and hygiene practices. The standard physical distancing requirements and capacity limits also apply to ski and equipment hire businesses.

Who is responsible for cleaning of public areas throughout the resort?

The Alpine Resort Management Board is responsible for public areas throughout the resort. This includes public toilets, public gathering areas, ticket areas, and other gathering areas.

Cleaning regimes will be consistent with industry and DHHS guidelines and compliant with public health directions.

Are medical services provided?

Yes. Each resort's medical facilities will be available. Please contact individual resorts for further information to assist you with your medical needs.

6 Appendix

6.1 Checklist – before you are open

6.1.1 Checklist for business owners/managers

What you need to do to safely open your business

The following measures must be in place before re-opening:

- Deep cleaning of premises
- Premises set up for appropriate number of people and physical distancing
- Signage and record keeping
- Staff and management policies, and practices.

Deep cleaning of premises

- Establish new processes and schedules for regular cleaning and disinfecting
- Conduct a deep clean of all contact surfaces and objects
- Launder items in accordance with the manufacturer's instructions using the warmest setting possible. Dry items completely. Do not shake dirty laundry as this may disperse the virus through the air
- Have air conditioning systems serviced according to manufacturer's instructions and ensure they are fully functional. Where possible fresh air flow should be maximised in indoor venues.

Premises set up for appropriate number of people and physical distancing

- Premises set up for appropriate number of people and physical distancing
- Optimise physical distancing in the layout by reviewing entry and exit points, flow of staff and patrons, location of hand sanitiser
- Ensure physical distancing by placing floor or wall markings or signs to identify 1.5 metres apart between persons for queues and waiting areas and using physical barriers where possible
- Organise staffing of entrances to ensure appropriate visitor numbers are not exceeded
- Remove waiting area seating, or space each seat in the waiting area at least 1.5 metres apart
- Display signs to encourage physical distancing (especially around an attraction/ display or waiting area) and good hand and respiratory hygiene
- Place hand sanitiser at entry and exit points so staff and customers can use it when arriving and leaving
- Consider reducing the number of touch points for staff. For example, leave internal access doors open where appropriate
- Remove, or prevent access to, any self-service communal condiment and drink stations. Drinking water should be supplied free by request or table service.

Signage and record keeping

- Display signage for staff and patrons and install in appropriate, high visibility locations. Downloadable signage can be found at <https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/tourism-industry-guidelines-for-coronavirus-covid-19>. Signage should include:
 - a sign at the entrance to your premises that advises patrons of the maximum number of patrons allowed at any time
 - information about the symptoms of coronavirus (COVID-19) and the need to stay home when unwell
 - hygiene and physical distancing practices.
- Set up a system for recording patron contact details to support contact tracing.
- Set up a record keeping folder for Staff Coronavirus (COVID-19) Health Questionnaires which are encouraged to be completed before starting every shift.

Staff

- Distribute the Tourism Guidelines for coronavirus (COVID-19) to staff and ensure that they are familiar with the guidance information.
- Ensure you as the operator or manager understand your obligations under the Occupational Health and Safety Act and have reviewed the coronavirus (COVID-19) guidance from WorkSafe Victoria available at <https://www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers>.
- Consult with staff on measures you have put in place to make this a safe workplace and inform about them changes to work practices such as cleaning and disinfecting.
- Encourage all staff to download the COVIDSafe App before returning to work to assist contact tracing
- Consider appointing a staff member to be your coronavirus (COVID-19) Response Officer. This person would be responsible for ensuring that your policies and practices are being followed, that staff are well-informed, and records are being kept appropriately.

6.2 Once you are open

6.2.1 Checklist for business owners/managers

- Check with your staff that they are aware of, and understand, the resources and support services available to them
- Encourage staff to complete the Staff Coronavirus (COVID-19) Health Questionnaire before every shift
- Encourage staff to complete a coronavirus (COVID-19) health check at home before every shift. This can include a temperature check with a thermometer
- Direct staff to stay at home if they have a fever (a temperature of 37.5°C or greater), or if they have any symptoms of coronavirus (COVID-19)
- Encourage staff who are unwell to be tested for coronavirus (COVID-19). Staff must remain in isolation at home until they get the result and it is negative for coronavirus (COVID-19)
- Require your staff to contact a manager if they notice a co-worker or manager with symptoms of coronavirus (COVID-19)
- Postpone or cancel non-essential face-to-face gatherings, meetings and training and use video conferencing where practicable
- Encourage customers to maintain physical distancing of 1.5 metres from other people
- Consider installing physical barriers that can minimize spread of droplets, such as a “sneeze guard” but only if it conforms to relevant safety standards
- Encourage all customers to download the COVIDSafe App to assist contact tracing
- Record contact details on arrival for all patrons, with first name and a telephone contact number for every member of a party, including children (where there are multiple indoor spaces, the indoor space(s) which the person visited). Remember to minimise the number of people who touch your record keeping surface and securely store customer contact details for at least 28 days
- Securely destroy customer contact details after 28 days.

If you provide transport to customers as part of your operations, such as provision of hire vehicle, airport transfers to activity tours:

- Facilitate the flow of fresh air where possible in all transport and ensure customers stay 1.5 metres apart
- Regularly clean and disinfect high-contact services within your transport vehicle using an alcohol-based cleaner or disinfecting wipes, before, after and at designated intervals. These include seatbelts, headrests, door handles, steering wheels and hand holds
- Load and offload passengers by the rear doors if possible or establish a rule that the driver is last-on, first-off of the vehicle
- Ensure that the vehicle has sufficient room to allow passengers to maintain a distance of 1.5 metres from other passengers from different households
- Allow for enough room time for passengers to disembark from vehicles to allow for adequate distancing and prevent crowding

6.2.2 Checklist for staff

- Wash your hands thoroughly with soap and water for at least 20 seconds at minimum:
 - on arrival at work
 - before handling food
 - after smoking, coughing, sneezing, blowing their nose, eating or drinking, and using the toilet
 - after touching hair, scalp, mouth, nose or ear canal
 - after handling rubbish and other waste
 - after handling money or bank cards
 - before and after cleaning; and
 - before and after removing gloves (if used).
- Do not come to work if you have a fever (a temperature of 37.5°C or greater), or if you have any symptoms
- If you have symptoms, get tested for coronavirus (COVID-19). Stay in isolation at home until you get the result and it is negative for coronavirus (COVID-19)
- You are encouraged to complete the Staff Coronavirus (COVID-19) Health Questionnaire before every shift and provide to the shift manager for recordkeeping
- Be rigorous in maintaining the new cleaning and sanitising schedule (for example, touch points such as tables and counters need to be cleaned and sanitised before and after use by customers).

6.2.3 Staff coronavirus (COVID-19) health questionnaire

We encourage each staff member to complete this questionnaire before starting any shift and give your completed questionnaire to the shift manager to keep as a record.

Staff name: _____

Date: _____ Time of shift: _____

Are you currently required to be in isolation because you have been diagnosed with coronavirus (COVID-19)?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Have you been directed to a period of 14-day quarantine by result of being a close contact of someone with coronavirus (COVID-19)?	<input type="checkbox"/> YES <input type="checkbox"/> NO

If you answered YES to either of the above questions you should not attend work until advised by DHHS that you are released from isolation or until your 14-day quarantine period is complete.

If you answered NO to the above questions, proceed to the symptom checklist below.

Are you experiencing these symptoms?

Fever (If you have a thermometer, take your own temperature. You are considered to have a fever if above 37.5oC)	<input type="checkbox"/> YES <input type="checkbox"/> NO
Chills	<input type="checkbox"/> YES <input type="checkbox"/> NO
Cough	<input type="checkbox"/> YES <input type="checkbox"/> NO
Sore throat	<input type="checkbox"/> YES <input type="checkbox"/> NO
Shortness of breath	<input type="checkbox"/> YES <input type="checkbox"/> NO
Runny nose	<input type="checkbox"/> YES <input type="checkbox"/> NO
Loss of sense of smell or taste	<input type="checkbox"/> YES <input type="checkbox"/> NO

If you answered YES to any of the above questions you should not enter your workplace (or should leave your workplace). Tell your employer, go home, and get tested for coronavirus (COVID-19).

If you answered NO to all the above questions, you can enter your workplace.

If you develop symptoms, stay at home and seek further advice from the 24-hour coronavirus hotline 1800 675 398 or your general practitioner.