



Mt Buller & Mt Stirling

Summer Integrated COVID Safe Plan

Version 1.0

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Version	Date	Comment
0.1	14 Nov 2020	Draft
0.2	1 Dec 2020	Updated to include feedback
1.0	3 Dec 2020	Include additional feedback ready for publishing on RMB web site

1. Introduction

The Mt Buller & Mt Stirling Alpine Resort Management Board (RMB) has prepared this plan to minimise the risk of coronavirus (COVID-19) transmission occurring to staff, visitors, stakeholders and any others at the Mt Buller and Mt Stirling Resorts. The RMB also has a separate internal plan regarding how its staff will undertake their work so as to minimise the risk of coronavirus (COVID-19) impacting on RMB operations. These plans are based on the Victorian Government’s “Guide to Summer 2020 for Public Land & Waterway Managers” and a review of the risks of coronavirus (COVID-19) to resort operations.

2. Overview

Novel Coronavirus (COVID-19) is a contagious virus strain similar to seasonal influenza, but which spreads much more rapidly. Some people who get infected only get minor symptoms that pass in a few days. Others, particularly those who are aged, have respiratory illnesses or other health conditions can become seriously ill, need hospital care and may die.

There are four tiers associated with minimising the risk of COVID-19 transmission at Mt Buller & Mt Stirling:

- a) the Victorian Government’s “Guide to Summer 2020 for Public Land & Waterway Managers” issued on 2 November 2020;
- b) this Summer Integrated COVID Safe Plan;
- c) the RMB’s internal workforce COVID Safe Plan;
- d) specific COVID SAFE Plans for each Mt Buller & Mt Stirling stakeholder, where required by the Victorian Government and/or the Chief Health Officer.

The RMB does not control access to the resorts during Summer, which includes the entirety of the period outside the Declared Snow season. During Summer the resorts are akin to a public park, and the RMB is responsible for the COVID Safe operations of its staff, buildings, public facilities and any events and activities that it organises.

The RMB is responsible for this Summer Integrated COVID Safe Plan, which comprises:

- the RMB’s role in traceability across Mt Buller & Mt Stirling,
- key RMB responsibilities and actions,
- working with neighbouring areas and the Mansfield Shire,
- working with Emergency Services,
- Handling a positive COVID-19 case.

3. Evaluating risk

Risk is assessed as the likelihood of an event occurring and the resultant consequences. In this document, this relates to the risk of a person contracting COVID-19 while taking a trip to Mt Buller or Mt Stirling. The likelihood will vary depending upon the circumstances. The consequence is considered to be high in every circumstance, given the potential health, economic and reputational impact. The likelihood of someone contracting COVID-19 is evaluated as follows:

Likelihood	Description	Risk Likelihood Rating	
Unlikely	Unlikely to occur this Summer (< 25%)	Low	●
Possible	Less than 50% chance of occurring this Summer (26% to 49%)	Moderate	●
Probable	More likely to occur than not this Summer (50% to 75%)	Significant	●
Very Likely	Very likely to occur this Summer (75% >)	High	●

Controls are required for all risks where the likelihood is Moderate to High. Where the residual risk (ie after the application of controls) is still High, then consideration should be given to not providing that particular service or function.

4. Mt Buller & Mt Stirling Summer stakeholders

- Buller Grocer
- Buller Holidays
- Buller Ski Lifts
- Commercial accommodation properties (including individual apartment rentals)
- Emergency services
- Food & Beverage operators
- Licensed Operators
- Lodges
- Mansfield Shire
- Other contractors (including painters, electricians, builders)
- Other retail operators (including biking, horse riding, walking, transport)
- Other suppliers (telecommunications companies, gas & electricity suppliers)

5. Stakeholder responsibilities

- The resorts COVID Safe approach is only as strong as its weakest link, and everyone has to play their part in minimising the risk of COVID-19 transmission.
- Victoria Police is responsible for enforcing compliance with COVID-19 restrictions.
- Stakeholders are responsible for implementing their own COVID Safe plans in accordance with direction from the Victorian Government and/or its Chief Health Officer, including keeping records of worker, visitor and customer details for contact tracing.

6. Traceability

Traceability is essential so that if there is a confirmed COVID-19 case, government officials can use the resorts' traceability data to identify others who have come into contact with the infected person. This data needs to be retained for 28 days. Key elements are that the RMB will:

- a) Capture and retain the registration number, dates and times of vehicles entering and exiting through Mirimbah.
- b) Encourage bushwalkers at Mt Buller to complete a "trip intentions" form and lodge it with the Mt Buller Post Office before commencing their walk.
- c) Encourage bushwalkers at Mt Stirling to complete a "trip intentions" form at Telephone Box Junction before commencing their walk.
- d) Retain all of this information for at least 28 days so that it is available to authorities if required.
- e) Encourage visitors to TBJ café to register via the Victorian Government QR Code service.

7. RMB responsibilities

7.1. Communications

- a) In visitor messaging, reinforce key messages in line with the government messaging – which at the time of writing is to maintain social distancing, wear a fitted face mask, practise good hygiene, avoid crowding, and bring own 60 per cent alcohol-based hand sanitiser or soap and water for hand washing.
- b) Reinforce these messages through resort web sites, social media, eDM's.

7.2. Public Buildings

- Adjust the number of tables & chairs in each building to no more than the maximum defined capacity (refer table below).
- Display maximum capacity signs and instructions on all open public buildings.
- Implement one-way pedestrian flows on entering and exiting public buildings where practicable.
- Have hand sanitiser readily available at the point of entry.
- Clean public buildings, shelters, refuge huts and RMB controlled public toilets in accordance with Victorian Government guidelines.

Public buildings – Mt Buller	Area (m ²)	Capacity	
		@ 22 Nov	@ 4m ²
Village Square Plaza – Ground	272	20	68
Village Square Plaza – Level 1	104	20	26
Alpine Central – Level 6	224	20	56
Sports Hall	600	20	150
Cinema	183	20	46
Chapel	187	20	47

Public Buildings – Mt Stirling	Area (m ²)	Capacity	
		@ 22 Nov	@ 4m ²
TBJ Public Shelter	32	8	8
TBJ Cafe	53	26	26*
King Saddle Shelter	32	8	8
Machinery Shed Shelter	24	6	6
Cricket Pitch Shelter	6	1	1
Refuge Hut - 36	16	4	4
Refuge Hut – Geelong Grammar School	16	4	4
Refuge Hut – Bluff Spur	18	4	4
Refuge Hut – Howqua Gap (new)	16	4	4
Refuge Hut – Howqua Gap (old)	8	2	2

* Based on the Victorian Governments Restart Guidelines, a density quotient of 2m² applies at the TBJ Café.

7.3. Public outdoor areas, tennis courts, playgrounds & pump track

- Adjust the number of tables & chairs and their position so as to maintain social distancing.

7.4. Events

- Confirm with event organisers that they have a COVID Safe plan and have designed their event to operate in a COVID Safe manner before the event commences.
- Implement COVID Safe plans for any events that the RMB organises and delivers.

7.5. Post Office

- Implement queueing area where necessary, with social distancing.
- Implement social distancing and staff safety screens at point of service.
- Minimise the use of cash.

7.6. Waste Management

The RMB is responsible for the collection and management of recyclables, organic and general household waste across the resort. Its plan for handling waste from properties where someone has coronavirus (COVID-19) is in accordance with guidelines from the North East Victorian Regional Waste Management Group:

- a) General household waste and organic waste should continue to be placed into the plastic bags provided, sealed or tied firmly closed, and placed within the nearest rubbish hut.
- b) Any disposable items (tissues, cleaning cloths, masks and gloves) should be placed into a blue heavy-duty plastic bag available from the Mt Buller Post Office, sealed to close, and placed within the nearest rubbish hut. Paper, cardboard and other recyclables that have been in contact with these disposable items should be placed in the same blue heavy-duty plastic bag.
- c) The RMB's licensed Contractor will then collect and dispose of this waste in a safe manner in accordance with its standard OHS system.

7.7. TBJ café

- a) Adjust furniture quantities and position so as to maintain social distancing.
- b) Implement signs advising of maximum capacities & social distancing guides.
- c) Advise visitors to register via the Victorian Government QR code service.
- d) Implement cleaning regimen in accordance with Victorian Government guidelines.

7.8. Mt Stirling Refuge huts

- a) Restrict sleeping capacity in each hut to comply with 4m² p.p. requirement.
- b) Install signs advising of capacity limits, group restrictions and COVID Safe principles.
- c) Provide wipes and/or disinfectant in common areas for visitors to use to clean frequently touched surfaces.

8. Handling a positive COVID-19 case

The Department of Health & Human Services has advised that all positive COVID-19 test results are automatically reported to the Department, and that it is responsible for urgently ascertaining locations where the person has been, attending those locations, reviewing traceability data and determining what actions need to be taken within any building, business or location. Relevant parties must assist DHHS with these activities.

The Department has also advised that anyone who is confirmed as having coronavirus (COVID-19) will be regularly contacted by the Department after their diagnosis. The person cannot end isolation until they meet the relevant clearance requirements as discussed with the Department. Further details can also be found on the dedicated coronavirus (COVID-19) hotline 1800 675 398 (24 hours, 7 days a week).

The RMB will also immediately advise WorkSafe if it becomes aware of any member of staff or person undertaking work for the RMB having received a positive COVID-19 test result and who has been within the resort during their infectious period.

9. Surrounding areas

Most visitors to Mt Buller & Mt Stirling come from Melbourne, via either the Hume Freeway or Melba Highway. Everyone coming to the resorts passes through the Mansfield Shire, which is the nearest significant town and provides food, beverages, fuel, accommodation, and other services to many resort visitors. Therefore the Mansfield Shire plays an important role in minimising the risk of COVID-19 transmission to and from people who visit or work at the resorts. Accordingly, the RMB will:

- a) Provide the Shire with a copy of this Mt Buller & Mt Stirling Summer Integrated COVID Safe Plan to help inform its own plans.
- b) Meet with Shire representatives to discuss any emerging issues as required.

10. Emergency services

Emergency Services providers (Police, Ambulance, CFA, Hospitals, SES) are critical in maintaining safety and responding to emergency situations within the resorts. The Police are also the only body permitted to enforce the Governments' COVID restrictions. The RMB does not provide on-mountain medical services during Summer. Therefore the RMB will:

- a) Provide Emergency Services providers with a copy of this Mt Buller & Mt Stirling Summer Integrated COVID SAFE Plan to help inform their own plans and operations.
- b) Meet with Emergency Services representatives to discuss any emerging issues as required.
- c) Meet with Mt Buller CFA representatives to discuss any emerging issues as required.
- d) Comply with the RMB's statutory responsibilities under the Emergency Management Legislation Amendment Act 2018 in accordance with the Governments' COVID restrictions and relevant agency COVID Safe plans.

11. Important contacts

Department of Health and Human Services:
Coronavirus (COVID-19) hotline 1800 675 398
<https://www.dhhs.vic.gov.au/coronavirus>

Note - Call 000 for emergencies only

Appendix 1 - RMB risks & controls

Risk	Raw score	Controls	Residual score	Further Action
Public buildings Context <ul style="list-style-type: none"> Indoor seating is provided in Village Square Plaza and Alpine Central at Mt Buller, and at Telephone Box Junction and refuge huts at Mt Stirling Village Square Plaza and Telephone Box Junction are often heavily utilised, especially when the weather is poor 				
Contagious visitor infects another visitor while using a public building	●	<ul style="list-style-type: none"> Adjust furniture quantities and position so as to maintain social distancing Implement signs advising of maximum capacities for each area & public hygiene Provide sanitiser at all entrances & exits where practicable Implement separate entrances and exits during high visitation periods where practicable Implement cleaning in accordance with Victorian Government Guidelines 	●	As outlined in section 7.2
Outdoor public areas, tennis court, playgrounds, pump track, Buller Air Zone Context: <ul style="list-style-type: none"> Outdoor seating is provided at Mirimbah Park, Mt Buller Village centre, Mt Buller Billy Buttons beginner mountain bike park, Telephone Box Junction and various shelters across Mt Stirling Visitors usually share tables with people with whom they've come to the resorts The RMB provides freely available visitor facilities – an outdoor tennis court, outdoor pump track, and playgrounds at Mirimbah Park and in the Mt Buller Village centre Buller Air Zone is an indoor climbing, trampoline and airbag facility which may open if permitted under the government's COVID restrictions 				
Contagious visitor infects another visitor while within a public area	●	<ul style="list-style-type: none"> Position outdoor furniture so as to achieve social distancing 	●	Nil
Contagious visitor infects another visitor while using a tennis court, playground or pump track	●	<ul style="list-style-type: none"> Install signs advising users to maintain social distancing and to wash their hands before and afterwards 	●	
Contagious visitor infects another visitor while using Buller Air Zone	●	<ul style="list-style-type: none"> If opening the facility, only do so if all operating arrangements are in accordance with government requirements 	●	
RMB controlled public toilets Context: <ul style="list-style-type: none"> Toilets are provided at Mirimbah Park Toilets are provided at Mt Buller at Celia's and Village Square Plaza Toilets are provided across Mt Stirling, often in remote locations and usually as pit toilets without running water 				
Contagious visitor infects another visitor while using a public toilet	●	<ul style="list-style-type: none"> Implement signs at entrances and in toilets reminding people to wash their hands for 20 seconds Provide hand sanitiser close to pit toilets (which have no running water) Implement cleaning in accordance with Victorian Government guidelines 	●	Nil

Events				
Context: <ul style="list-style-type: none"> Both private event organisers and the RMB deliver several outdoor events each Summer 				
Contagious visitor infects another visitor while participating in an event	●	<ul style="list-style-type: none"> Public events may occur in accordance with the Government Public Events Framework. Tier 1 (>5,000) and Tier 2 (500 to 5,000) events must comply with the Government application and approval process. Tier 3 (<500) events can be held in accordance with published guidelines. Require events involving 30 or more people in public spaces to be registered with the RMB Confirm with event organisers that they have a COVID Safe plan and have designed their event to operate in a COVID Safe manner before the event commences Implement COVID Safe plans for any events that the RMB organises and delivers 	●	Nil
TBJ Café				
Context: <ul style="list-style-type: none"> Prepares and provides food & beverages The café building also contains a public seating area where visitors rest or eat their own food 				
Contagious visitor infects another visitor or staff while within the TBJ cafe	●	<ul style="list-style-type: none"> Adjust furniture quantities and position so as to maintain social distancing Implement signs advising of maximum capacities & social distancing guides Provide sanitiser at entrance Maintain a traceability record of visitors who enter the facility by using the Victorian Governments QR code service Operate the cafe in accordance with the Industry Restart Guidelines – Hospitality -23 November 2020 Implement cleaning in accordance with Victorian Government guidelines 	●	Nil
Refuge Huts (Mt Stirling)				
Context: <ul style="list-style-type: none"> Refuge Huts are small one or two room buildings with enclosed wood heaters, sleeping benches and shared facilities Groups of families/friends usually use the huts overnight with other campers also using the communal facilities Self-contained camping is permitted at various locations across the Mt Stirling Resort Visitors use their own gear and equipment when camping on mountain 				
Contagious visitor infects another visitor while using a refuge hut	●	<ul style="list-style-type: none"> Install signs advising of the sleeping capacity in each hut to comply with 4m² p.p. requirement Install signs advising of capacity limits, group restrictions and COVID Safe principles. Provide hand sanitiser, wipes and/or disinfectant in common areas for visitors to use to clean frequently touched surfaces 	●	Nil