



# **Mt Buller & Mt Stirling Integrated COVIDSafe Plan**

Version 3.0

Effective from 7 June 2021

# Contents

- 1. Introduction ..... 3
- 2. Key Responsibilities ..... 3
- 3. Contact Tracing ..... 3
- 4. Capacity ..... 4
- 5. RMB responsibilities ..... 4
- 6. Vaccines ..... 7
- 7. Testing ..... 7
- 8. Handling a positive COVID-19 case ..... 8
- 9. Surrounding areas ..... 8
- 10. Emergency Services ..... 8
- 11. Important contacts ..... 8
- Appendix 1 - Mt Buller & Mt Stirling Stakeholders ..... 9
- Appendix 2 - Advice for COVIDSafe Management of 2021 Alpine Activities in Victoria ..... 9

Version	Date	Comment
1.0	18 June 2020	Document released, excluding DHHS guidelines
2.0	22 June 2020	Updated following issuing of government guidelines for alpine resorts on 21/6
2.1	25 June 2020	Updated day shelters and appendix references
3.0	7 June 2021	Updated to reflect the Victorian Governments' Advice for COVIDSafe Management of 2021 Alpine Activities in Victoria

## 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 Stakeholders, staff, visitors and any others at the Mt Buller and Mt Stirling Resorts. This plan is based on the Victorian Government Advice for COVIDSafe Management of 2021 Alpine Activities in Victoria (refer Attachment 1).

## 2. Key Responsibilities

Everyone involved with Mt Buller and Mt Stirling has a role to play in keeping the resorts free of, or limiting the spread of, coronavirus (COVID-19). The key responsibilities are:

- The RMB is responsible for developing and implementing this overarching COVIDSafe Plan and for the RMB's associated internal COVIDSafe Plan for staff. It is also responsible for monitoring the latest Victorian restriction levels, Restricted Activity Directions, Stay Safe Directions and Workplace Directions issued by the Chief Health Officer (CHO), to remain aware of all current obligations.
- All Mt Buller and Mt Stirling Stakeholders (refer Appendix 1) are responsible for developing and implementing their own COVIDSafe Plans. They are also responsible for monitoring the latest Victorian restriction levels, Restricted Activity Directions, Stay Safe Directions and Workplace Directions issued by the CHO, to remain aware of all current obligations.
- Worksafe, the Department of Health and the Department of Jobs, Precincts and Regions are all responsible for spot checking compliance with COVIDSafe Plans.
- Victoria Police is the resort based authority responsible for enforcing compliance with COVID-19 restrictions.

## 3. Contact Tracing

It is essential that government officials can use the resorts' contact tracing data to identify anyone who has come into contact with a confirmed COVID-19 case. This data needs to be retained for 28 days. Key elements are:

- a) Venues and businesses required to undertake electronic record keeping under the CHO directions must use the Victorian Government QR code Service Victoria application.
- b) The RMB will capture and retain the registration number, dates and times of vehicles entering and exiting through Resort Entry, along with the name and contact number of either the driver or the person who purchased the vehicle permit.
- c) Buller Holidays will capture details of all people purchasing / booking resort entry & parking permits, lift tickets, equipment rental, accommodation, ski school, and ride-share transfers through the official Mt Buller & Mt Stirling booking function (online and via phone).
- d) Buller Ski Lifts will capture details of people using the ski area by recording their usage of ski lifts where the electronic "skidata" system is installed.
- e) Orcoda will record details of all passengers who use the rideshare transport service on a given day.
- f) Visitors to Mt Stirling will be encouraged to complete and lodge their "trip intentions" with the RMB before heading into the ski area from Telephone Box Junction.

## 4. Capacity

There are no overarching capacity restrictions on the number of people who can come to either resort.

## 5. RMB responsibilities

### 5.1. Communications

- a) Implement a communications program through Tourism North East in conjunction with the other Victorian Alpine Resorts, with the key messages of book online in advance, maintain social distancing, and don't come if you have symptoms.
- b) Reinforce these messages through resort web sites, social media and eDM's.

### 5.2. Resort Entry

- a) Encourage all vehicles with pre-paid resort entry permits to by-pass Resort Entry so as to avoid unnecessary interaction between visitors and staff.
- b) Maintain staff safety screens at point of service.
- c) Encourage anyone purchasing their permit or rideshare transfers at Resort Entry, or stopping to pay the additional fee to collect their pre-paid permit, to pay with a card rather than cash.
- d) Capture the name and phone number of the driver of any vehicles purchasing their permit at Resort Entry.
- e) Record the registration number, date and time of vehicles entering and exiting through Resort Entry.

### 5.3. Parking

Monitor the available number of carparks available for day visitors and make this real-time information available through the resort web site so as to discourage people coming if they have not purchased their permit and the carparks have reached capacity.

### 5.4. Visitor Transport

All visitor transport provided by the RMB is considered to be public transport, which means it is subject to the same requirements that apply to public transport. Aspects common to all modes of visitor transport are:

- Provide training to drivers that they must wear masks, are not to set air-conditioning to recirculate, and should have a window open where possible.
  - Remind passengers to wear masks when on the vehicle.
  - Permit passengers to use every seat.
  - Maintain a supply of single use facemasks on each vehicle for passengers to use as a last resort.
- a) Snowplay Express.
    - Publish a timetable of arrival and departure times for visitors to book prior to arrival.
    - Remind people waiting in queues to maintain physical distancing.
  - b) Carpark Shuttle.
    - Remind people waiting in queues to maintain physical distancing.
    - Permit passengers to use standing room.

- c) Village Shuttles.
  - Run a scheduled service with vehicle tracking available via the Mt Buller Transport App so as to minimise the time that passengers need to spend waiting at a shuttle stop.
  - Remind people waiting at covered shuttle stops to maintain physical distancing.
- d) Rideshare.
  - Encourage visitors to purchase their tickets prior to arrival, and to book their downward journey in advance.
  - Require visitors to register with the Victorian Government QR Code.

#### 5.5. Tobogganning

- a) There are no capacity limits on the snowplay parks.
- b) Remind people waiting in queues to maintain physical distancing.

#### 5.6. Day shelters

- a) Adjust furniture quantities to accommodate no more than the maximum capacity in accordance with the required density quotient where practicable.
- b) At the point of entry, display maximum capacity and physical distancing signs, provide hand sanitiser, and display a Service Victoria QR code so people can scan in.
- c) Implement one-way pedestrian flows on entering and exiting day shelters and public buildings where practicable.
- d) Clean day shelters, public buildings and RMB controlled public toilets in accordance with the relevant Government guidelines and CHO Directions.

#### 5.7. Public outdoor areas

- a) Manage public outdoor areas to comply with Victorian Government's Restricted Activity Directions, Stay Safe Directions and Workplace Directions issued by the CHO.
- b) Adjust the number of tables & chairs and their position within RMB controlled public outdoor areas so as to encourage social distancing.

#### 5.8. Public Events

Public events have a significant number of people in a defined and confined space and could involve activities such as food & beverage service, entertainment, or mass participation of attendees, and must be managed under the Public Events Framework. Ski races, the Victorian Interschools competition and the National Interschools competition all occur outdoors and in many different locations, but still constitute a public event.

- a) RMB public events will be managed in accordance with the governments' Public Events Framework and CHO Directions.
- b) The RMB will advise any other known event organisers to comply with the Government's Public Events Framework and CHO Directions.
- c) The RMB will notify relevant authorities if it becomes aware of any public events which were not managed in accordance with the governments' Public Events Framework and CHO Directions.

#### 5.9. Information Centre (Clock Tower)

At the point of entry, display maximum capacity and physical distancing signs, provide hand sanitiser, and display a Service Victoria QR code so people can scan in.

#### 5.10. Mt Buller Medical Centre

The Medical Centre will be operated by the Mansfield District Hospital:

- a) Maximum capacity and physical distancing signs are displayed at point of entry, hand sanitiser provided, and a Service Victoria QR code displayed so people can scan in.
- b) Potential patients are encouraged to arrange telehealth GP consultations where possible, and to otherwise make a booking so as to minimise the time they are within the waiting area.

#### 5.11. Buller Air Zone

- a) Encourage visitors to purchase their tickets online prior to arrival.
- b) At the point of entry, display maximum capacity and physical distancing signs, provide hand sanitiser, and display a Service Victoria QR code so people can scan in.
- c) Limit capacity per session as required to comply with CHO Directions.
- d) Implement queueing area where necessary, with social distancing.
- e) Discourage use of cash.

#### 5.12. Sports Hall

The Sports Hall does not constitute an indoor physical recreation and community sport facility when being used for physical education by students attending one of the three primary or secondary school programs.

The Sports Halls does constitute such a facility when it is being used by groups such as the Mt Buller Race Club or Team Buller Riders for indoor sport, recreation or training. In these instances:

- a) Display a Service Victoria QR code allowing people to scan in at the point of entry.
- b) Do not permit more than one group to use the Sports Hall at the same time.

#### 5.13. Post Office

- a) Implement queueing area where necessary, with social distancing.
- b) Implement safety screens, provide hand sanitiser and encourage social distancing at point of service.
- c) Discourage use of cash.

#### 5.14. Waste Management

The RMB is responsible for collecting and managing recyclables, organic and general household waste across the resorts. These should continue to be placed into the plastic bags provided, sealed or tied firmly closed, and placed within the nearest rubbish hut.

#### 5.15. Guest Services

The RMB and Buller Ski Lifts cooperate in the delivery of guest services for visitors. Guest Services staff will reinforce physical distancing where practicable while guiding & assisting visitors as they arrive in carparks, queue for transport at the start and end of the day and move around the ski area.

#### 5.16. Lost & Found

Lost property is often found by staff or by visitors who hand it in at the Information Centre or Telephone Box Junction. While there are valuables (keys, wallets, credit cards) and some equipment, the majority is clothing (beanies, gloves, neck warmers, goggles).

- a) Dispose of any lost & found clothing as rubbish rather than retaining it for collection.
- b) Provide staff with zip lock plastic bags, with instructions to put any valuables into the bag, label the time and location where they were found and deposit them at the Information Centre or Telephone Box Junction.
- c) Have Guest Services staff able to advise visitors to go to the Information Centre or Telephone Box Junction if they have lost any valuables.

#### 5.17. TBJ café

- a) Adjust furniture quantities to accommodate no more than the maximum capacity in accordance with the required density quotient.
- b) At the point of entry, display maximum capacity and physical distancing signs, provide hand sanitiser, and display a Service Victoria QR code so people can scan in.
- c) Discourage use of cash.
- d) Clean the café, public areas and public toilets in accordance with the relevant Government guidelines and CHO Directions.

#### 5.18. Mt Stirling Refuge huts

- a) Install signs advising visitors of any sleeping capacity restrictions in each hut based on the applicable density quotient.
- b) Install signs advising against people from different travelling parties sharing the same hut or using communal facilities at the same time and encouraging users to clean and disinfect communal facilities after use.
- c) Install signs advising self-contained campers not to use communal facilities.
- d) Provide hand sanitiser, wipes and/or disinfectant in common areas for visitors to use to clean frequently touched surfaces.

#### 5.19. Mt Stirling Ski Patrol

- a) Ski Patrollers to follow the COVID-19 procedures as documented by the Australian Ski Patrol Association.
- b) At the point of entry, display maximum capacity and physical distancing signs, provide hand sanitiser, and display a Service Victoria QR code so people can scan in.
- c) Implement cleaning regimen in accordance with relevant Government guidelines and CHO Directions.

## 6. Vaccines

Everyone is encouraged to have a coronavirus (COVID-19) vaccine as soon as possible, and preferably before coming to the resorts to work, live for the season, or for a snow holiday.

## 7. Testing

- a) The Department of Health will provide free tests for any permanent resident, seasonal resident, staff working within the resort, and long-stay visitor (greater than 7 nights) who exhibit coronavirus (COVID-19) symptoms. These tests will occur in a designated room

within the Mt Buller Medical Centre which people will be required to enter through an external door. The tests will be administered by staff from the Mansfield District Hospital. After completing the test, patients will be required to self-isolate in accordance with medical instructions.

- b) Day visitors who develop COVID-19 symptoms should return home immediately and should contact the RMB for assistance if they are unable to return home without using resort public transport.
- c) Visitors who are staying within the resort for less than seven days and who develop COVID-19 symptoms should return home immediately and should contact the RMB if they are unable to return home without using resort public transport.

## **8. Handling a positive COVID-19 case**

The Department of Health is responsible for all contact tracing and the management of any positive COVID-19 case in the resort, which includes provision of transport and quarantine accommodation, if needed. It is also responsible for providing advice or direction on the handling of a positive COVID-19 case within the resort.

## **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, chain hire and clothing & equipment hire to many resort visitors. Therefore 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) Publish a copy of this COVIDSafe plan on the Mt Buller and Mt Stirling web sites for the Shire and clothing & equipment outlets in Mansfield and Merrijig to consider in developing their own plans.
- b) Discuss any emerging issues with Shire representatives 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 based in the resorts permitted to enforce the Government's COVID restrictions. Ambulance Victoria maintains staff and a vehicle within the Medical Centre building and is responsible for transferring critical patients to hospital. The RMB will:

- a) Publish a copy of this COVIDSafe plan on the Mt Buller and Mt Stirling web sites for Emergency Services providers and members of the Municipal Emergency Management Planning Committee to consider in developing their own plans.
- b) Discuss any emerging issues with Emergency Services providers as required.

## **11. Important contacts**

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



## **Appendix 1 - Mt Buller & Mt Stirling Stakeholders**

- Buller Grocer
- Buller Holidays
- Buller Ski Lifts
- Commercial accommodation properties (including individual apartment rentals)
- Disabled Wintersports Australia
- Emergency Services providers
- Equipment & clothing rental outlets
- Food & Beverage Operators
- In-resort Emergency Services (Police, CFA, Ambulance Victoria)
- Lodges
- Mansfield Shire
- Mansfield District Hospital
- Olympic Winter institute of Australia
- Other contractors (including painters, electricians, builders)
- Other suppliers (telecommunications companies, gas & electricity suppliers)
- Providers of visitor services (including transport, skiing & boarding lessons, dog sledding, snow shoeing, spa treatments, hair dressing, childcare, group tours, accommodation camps)
- Resort Management Board
- Retail outlets
- Schools based at Mt Buller
- Seasonal programs / clubs (Mt Buller Race Club, Team Buller Riders, Snow Squad)
- Stirling Experience

## **Appendix 2 - Victorian Government Advice for COVIDSafe Management of 2021 Alpine Activities in Victoria**

This advice has been approved by the Department of Environment, Land, Water & Planning and can be accessed here - [DELWP alpine resorts website](#).