



Mt Buller & Mt Stirling Integrated COVIDSafe Plan

Version 4.0

Effective from 4 June 2022

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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
4.0	1 June 2022	Update to current COVID settings pre-snow season

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 COVIDSafe settings as at 1 June 2022.

2. Key Responsibilities

Everyone involved with Mt Buller and Mt Stirling has a role to play in 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

There are no contact tracing requirements for people arriving at or being within either resort.

4. Capacity

There are no capacity restrictions on the number of people who can come to either resort, and no density quotients within specific areas of the resorts.

5. RMB responsibilities

5.1. Communications

Use the resort's web sites, social media and eDM's to reinforce the messages of book online in advance, don't come if you have symptoms, and go home to isolate if you develop symptoms.

5.2. Resort Entry

- a) Maintain staff safety screens at point of service.
- b) Encourage anyone making a payment at Resort Entry to use a card rather than cash.
- c) 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 website 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 COVIDSafe settings that apply to public transport. Aspects common to all modes of visitor transport are:

- All drivers are to be trained 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 (if masks are required in accordance with public health advice or direction).
- Permit passengers to use every seat.
- Maintain a supply of single use facemasks on each vehicle for passengers to use as a last resort (if masks are required in accordance with public health advice or direction).

a) Snowplay Express.

Publish a timetable of arrival and departure times for visitors to book prior to arrival.

b) Carpark Shuttle.

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.

d) Rideshare.

Encourage visitors to purchase their tickets prior to arrival, and to book their downward journey in advance.

5.5. Tobogganning

a) Encourage visitors to purchase their tobogganing tickets prior to arrival.

b) Enforce capacity limits at both Mt Buller tobogganing parks so as to avoid overcrowding.

5.6. Day shelters

a) There are no density quotients or restrictions on the number of people who can use the day shelters.

b) Implement queueing arrangements for public toilets where appropriate/necessary.

c) Clean day shelters, public buildings and RMB controlled public toilets in accordance with the relevant Government guidelines and CHO Directions.

5.7. Public Events

Any public events are to comply with the governments' Public Events Framework and CHO Directions.

5.8. Information Centre (Clock Tower)

Have hand sanitiser available at the point of entry.

5.9. Mt Buller Medical Centre

a) A COVID testing service will not be available during the 2022 snow season.

b) People requiring a GP service while in-resort should first contact their local GP for a telehealth consultation. Alternately, they should call GP2U, Australia's largest telehealth provider, to book a tele/video GP consultation. Bookings can be made online 7-days a week from 7:00am-7:00pm at <https://gp2u.com.au/>. GP2U can refer patients to the Mt Buller Medical Centre.

- c) 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.
- d) Local GP's, GP2U and the Mt Buller Medical Centre can send prescriptions directly to The Guardian or Mansfield Pharmacy in Mansfield, who deliver prescription medicine daily to the resort for a small fee. Patients can arrange to collect their medicine from the Medical or to have it delivered to their accommodation.
- e) The Medical Centre will have procedures to safely care for patients who may have COVID-19, which includes screening questions that patients are required to answer honestly.

5.10. Buller Air Zone

- a) Encourage visitors to purchase their tickets online prior to arrival.
- b) Provide hand sanitiser at the point of entry.
- c) Implement a queueing area where necessary.
- d) Discourage use of cash.

5.11. 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, participation may be limited to one group at a time if required in accordance with public health advice or direction.

5.12. Post Office

- a) Implement queueing area.
- b) Implement safety screens and provide hand sanitiser.
- c) Discourage use of cash.

5.13. 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.

5.14. Guest Services

The RMB and Buller Ski Lifts cooperate in the delivery of guest services for visitors. Guest Services staff will guide & assist visitors as they arrive in carparks, queue for transport at the start and end of the day and move around the ski area.

5.15. 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) Treat any lost & found clothing as rubbish, rather than retaining it for collection.
- b) Use zip lock plastic bags when retaining any valuables for collection.
- c) Have Guest Services staff advise visitors to go to the Information Centre or Telephone Box Junction if they have lost any valuables.

5.16. TBJ café

- a) There are no density quotients or restrictions on the number of people who can use the cafe.
- b) Provide hand sanitiser at the point of entry.
- c) Discourage use of cash.
- d) Clean the café, public areas and public toilets in accordance with Government guidelines.

5.17. Mt Stirling Refuge huts

- a) 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.
- b) Install signs advising self-contained campers not to use communal facilities.
- c) Provide hand sanitiser at the point of entry.

5.18. Mt Stirling Ski Patrol

- a) Ski Patrollers to follow the COVID-19 procedures as documented by the Australian Ski Patrol Association.
- b) Provide hand sanitiser at the point of entry.
- c) Implement cleaning regimen in accordance with Government guidelines.

6. Visitors who feel unwell

- a) 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.
- b) Visitors staying within the resort and who develop COVID-19 symptoms should return home immediately, and should contact their accommodation provider or the RMB for assistance if they are unable to return home without using resort public transport.
- c) Visitors who develop COVID-19 symptoms and are not able to return home must make arrangements to self-isolate within the resort in accordance with Government guidelines.

7. Resort staff who feel unwell

- a) Staff are to remain at home if they are unwell, have had a positive result to a COVID test, or have been directed by health authorities to isolate - unless an exemption has been issued by public health.
- b) Staff residing within the resort and who have had a positive result to a COVID-19 test should leave and isolate outside the resort until they have recovered. If they are unable to leave without using resort public transport, then they should contact their employer or the RMB for assistance. They should also contact their employer who is to:
 - Agree, and if required arrange, accommodation where the staff member can self-isolate away from other non-infected staff members including:
 - Not sleeping in the same room as someone who is not infected.
 - Minimising mixing with non-infected staff members to the greatest possible extent, such as providing a private bathroom, private communal areas, private outdoor recreational area and/or food and laundry services so that the staff member can remain within their bedroom.
 - Where suitable accommodation cannot be arranged, facilitate transfer of the staff member to an appropriate isolation setting such as the Victorian Quarantine Hub in Mickleham.

- Advise other staff that they are considered household contacts if they shared a bedroom with, or spent more than four hours in the communal area of, the shared accommodation with the positive staff member during their infectious period:
 - The household contact status lasts for 7 days.
 - Household contacts do not need to quarantine during this period provided that they:
 - test negative using a rapid antigen test, on at least 5 days out of the 7-day period, with tests taken at least 24 hours apart.
 - Wear a mask indoors when they are outside the shared RMB accommodation.
 - Do not visit hospitals or care facilities.
 - If household contacts cannot follow these steps, then they must quarantine for the 7-day period and complete a rapid antigen test on day 1 and day 6.
- Advise Goulburn Valley Health (the Local Primary Health Unit) on 1800 313 070 of the positive result and seek any further guidance.

8. 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.

9. 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