

# Advice for COVIDSafe Management of 2021 Alpine Activities in Victoria

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Environment,  
Land, Water  
and Planning

OFFICIAL

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We acknowledge and respect Victorian Traditional Owners as the original custodians of Victoria's land and waters, their unique ability to care for Country and deep spiritual connection to it. We honour Elders past and present whose knowledge and wisdom has ensured the continuation of culture and traditional practices.

We are committed to genuinely partner, and meaningfully engage, with Victoria's Traditional Owners and Aboriginal communities to support the protection of Country, the maintenance of spiritual and cultural practices and their broader aspirations in the 21st century and beyond.



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# 1. Background

## 1.1 Purpose of this document

This document is intended to assist alpine public land managers and associated businesses to operate safely during the 2021 snow season in Victoria and give confidence to staff, patrons and the community that appropriate measures are in place to limit COVID-19 transmission. The document underpins the COVIDSafe planning for the 2021 snow season undertaken by Victorian Alpine Resort Management Boards (ARMBs), members of the Alpine Resorts Industry Advisory Group (ARIAG), Victorian members of the Australian Ski Area Association (ASAA), and other alpine public land managers in Victoria.

It provides overarching guidance for specific resort activities and applies to the businesses and organisations operating in Victoria's alpine industry, including accommodation, snow sport activities and transport.

## 1.2 Generic Guidelines

Alpine resorts and other alpine public land managers are subject to the same restrictions applying throughout regional Victoria.

The following links provide sector guidance and support material relevant to alpine businesses:

- [Hospitality – Food and beverage services](#)
- [Tourism and Accommodation](#)
- [Retail Trade \(including equipment hire\)](#)
- [Sport, Exercise and Physical Recreation](#)
- [Outdoor Entertainment, Attractions and Experiences](#)
- [Public Events Framework](#).

## 2. Chief Health Officer Directions

### 2.1 Chief Health Officer directions

Alpine public land managers, businesses and operators should monitor the latest [Victorian restriction levels](#), particularly the latest Restricted Activity Directions, Stay Safe Directions and Workplace Directions issued by the Chief Health Officer (CHO), to remain aware of all current obligations.

### 2.2 Potential future changes to restrictions

**IMPORTANT: Advice about COVIDSafe operations may change depending on the progress of the pandemic in Victoria and updates to this document will be made accordingly.**

The COVID-19 pandemic is continually evolving, and restrictions are based on public health advice at the time.

This Advice provides general guidance about COVIDSafe operations. Alpine resorts and other alpine public land managers should refer to the CHO's Directions, as well as other relevant guidelines and communications from the Victorian Department of Health, to understand their legal obligations. Should restrictions change during the 2021 snow season, further guidance will be provided to alpine public land managers, businesses and operators to help them manage their activities to comply.

Appendix 5.1 summarises the meaning of terms used in the CHO directions.

## 3. General Requirements

The alpine resorts and all businesses within them should comply with density quotients and capacity limits outlined in the applicable CHO's Directions current at any time, provided these can be managed in COVIDSafe way. The following general requirements must be adhered to by all entities, staff and visitors at the alpine resorts.

### 3.1 Record keeping

As at 4 June 2021, all venues and businesses required to undertake electronic record keeping under the directions must use the [Victorian Government QR code Service Victoria application](#).

- The following types of business venues and facilities are required to do this (see Appendix 5.1 for details of these terms):
  - All retail businesses including supermarkets
  - Hospitality, including food and drink facilities, such as cafes, restaurants, pubs, bars, clubs and hotels
  - Indoor physical recreation and community sport
  - Outdoor physical recreation and community sport
  - Pools, spas, saunas, steam rooms and springs
  - Ceremonies and religious gatherings, including places of worship
  - Weddings and funerals
  - Community venues and facilities (not including outdoor communal areas)
  - Creative arts facilities
  - Real estate inspections and auctions
  - Seated entertainment venues (indoors and outdoors)
  - Indoor non-seated venues such as galleries
  - Outdoor non-seated entertainment venues
  - Arcades, escape rooms, bingo centres
  - Drive in cinemas, amusement parks, gaming, adult entertainment, nightclubs and karaoke
  - Hairdressing, beauty and personal care services
  - Accommodation (visitors in shared, communal spaces)
  - Commercial tourism operators including adventure sports
- Commercial passenger vehicles such as taxis and rideshare vehicles.
- Anyone entering one of these venues must check-in with the Service Victoria QR code application to record attendance. There is no minimum time limit for this requirement. These venues must make reasonable efforts to provide or use alternative record-keeping systems for people who do not have access to, or cannot use, a personal mobile phone or another device to use the QR Code Service to check in.
- Venues must make reasonable efforts to ensure that visitors can use a compliant recordkeeping system.
- Requirements for record keeping may be updated over time, and all alpine resorts and businesses must adhere to any changes in requirements that are applicable to them.

See also: [Record keeping for contact tracing - information for business | Coronavirus Victoria](#)  
[Checking in with QR Codes | Coronavirus Victoria](#).

## 3.2 Signage

- A sign must be displayed at each public entry that states the maximum number of people (not including staff) who may enter the venue (for example, the calculation of one person per two square metres or the relevant density quotient at the time). A range of signage templates is available at [coronavirus.vic.gov.au](https://www.coronavirus.vic.gov.au).

## 3.3 Cleaning

Information about cleaning and disinfection can be found on the following websites:

- [Preventing infection in the workplace](#)
- [Infection prevention control resources](#) (Victorian Department of Health)
- [Managing coronavirus \(COVID-19\) risks: Commercial and domestic cleaning](#) (WorkSafe).

Cleaning requirements will depend on the setting and should be outlined in the relevant COVIDSafe Plan. In general:

- All reasonable steps are to be taken to routinely clean frequently touched surfaces with a disinfectant (at least twice a day), when they are dirty, between events, and immediately after spills. Shared equipment must also be cleaned after each use.
- If a function is to occur at a venue, the organisers are to leave a reasonable period of time after the conclusion of any earlier function to allow for cleaning in between functions; and to ensure surfaces accessible to a particular group are cleaned between groups for example, clean surfaces between shifts of workers.

## 3.4 Development of COVIDSafe Plans

- Each ARMB will prepare a COVIDSafe operating plan for the resort. In addition, each work premises in each alpine resort must have in place a [COVIDSafe Plan](#) tailored to their circumstances and operations.
- Each COVIDSafe Plan must address the health and safety issues arising from COVID-19, including the density quotient and numbers of people allowed in each space, the employer's process for implementing record keeping (QR codes), the appropriate level of PPE to be worn at the work premises, and other actions taken by the employer to mitigate the introduction of COVID-19 at the work premises. The employer must document and be in a position to provide evidence of its implementation of the COVIDSafe Plan.
- Each COVIDSafe Plan needs to be reviewed and updated regularly so that businesses will comply with the latest CHO Directions.

## 3.5 Other requirements

All entities, staff and visitors at the alpine resorts must adhere to the applicable CHO directions about:

- density quotients relevant to each area
- carrying and wearing face masks (unless a [lawful exception applies](#))
- physical distancing from people other than those they normally live with.

All entities within the resorts are to:

- adhere to the applicable density quotient
- comply with the relevant cleaning, hygiene and sanitation requirements
- encourage fresh air within their buildings where possible.

## 4. Advice for Alpine Activities

### 4.1 Stay Safe Directions

All persons in resorts should adhere to the Stay Safe Directions including:

- face masks (unless a [lawful exception applies](#))
- physical distancing requirements
- public gatherings – A public gathering is an organised gathering for a common purpose in a public place
- private gatherings – A private gathering is a gathering at a premises at which a person ordinarily resides or a place where a person is temporarily residing (including hotel room or other booked accommodation).

### 4.2 Resort capacity

As at 4 June 2021, there is no overarching capacity limit for each resort. Venues within resorts must comply with density quotients, venue caps or other current restrictions applicable to their setting for example, a café, retail store or physical recreation facility.

Alpine resorts are encouraged in their resort capacity planning to factor in a range of likely conditions and responses in light of physical distancing and other COVIDSafe requirements.

All visitors are to be encouraged to book in advance.

### 4.3 Staff transport

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.

- Face masks should be worn by everyone in a vehicle unless they have a [lawful reason to not wear a face mask](#).
- Everyone in the vehicle should sanitise hands on entry.
- The driver should set the ventilation settings in the vehicle to non-recirculation modes and have windows open where possible, weather permitting.
- COVIDSafe operation of the vehicle should be included in the relevant COVIDSafe Plan.
- Where possible, physical distancing of 1.5 metres is encouraged.

### 4.4 Resort Entry

All vehicles entering each alpine resort during the snow season are required to pay a resort entry fee that goes towards the costs of essential winter services at each resort. Resort entry is required for both overnight and day visits.

- The driver's full name and mobile phone number and vehicle details are to be captured in electronic format for all vehicles entering an alpine resort and retained for 28 days after the person leaves the resort.
- Each alpine resort has an electronic booking and recording system for resort entry. There is no requirement for alpine resorts to capture individual details via QR code systems or to undertake temperature checking when visitors enter the resort.
- Alpine resorts should promote and encourage pre-booking for resort entry.
- Drivers with pre-purchased resort entry tickets should be encouraged to bypass the gate to avoid unnecessary interaction with staff.



- Non-booked entry is allowed with alpine resorts recording at least the driver's full name and phone number and vehicle details.
- Payments at the gate should be discouraged and electronic payment should be encouraged.

#### 4.5 Car parking

All public car parks at alpine resorts are in open areas where physical distancing can be maintained, reducing the risk of COVID-19 transmission.

- See Section 3 (General Requirements).
- As at 4 June 2021, there are no specific additional requirements for operating car parks.

#### 4.6 In-resort visitor transport and transfers

ARMBs provide a variety of transportation options, each with their own operating models. All are similar to public transport but of short duration, and are not licensed tour operations. There are two types of resort-operated visitor 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 (that is, 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).

In-resort visitor transport and transfers should be operated with the following requirements.

- See Section 3 (General Requirements).
- Contact details are to be retained of all people who book a fee-for-service transfer.
- Face masks should be worn by everyone in a vehicle unless they have a [lawful reason to not wear a face mask](#).
- Physical distancing should be encouraged in queues and where possible during the journey.
- Drivers are encouraged to minimise air recirculation and have a window open when possible, weather permitting.
- Where possible, hand sanitiser should be made available on all vehicles and everyone in the vehicle should sanitise hands on entry.

Tourism operators are not covered by this section and have specific requirements under CHO directions if they are licensed under the *Crown Land (Reserves) Act 1978*, the *Forests Act 1958*, the *Land Act 1958*, the *National Parks Act 1975*, or the *Wildlife Act 1975*. Licensed tour operators should monitor for any changes in the [Restricted Activity Directions](#) to meet their obligations throughout the season.

#### 4.7 Accommodation – Staff

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

- See Section 3 (General Requirements).
- Refer to the applicable density quotient requirement under the latest [Victorian restriction levels](#).
- Electronic records are to be kept for all occupants.
- Records of visitors must be captured via the [Victorian Government QR code Service Victoria application](#). Businesses should provide options for patrons who are unable to check in themselves – for example, by

providing tablets or other devices that enable staff to check in on behalf of these customers. Manual options for record keeping can only be used as a last resort.

- Maximum capacity signage is to be installed for each discrete area to which the density quotient applies.
- The relevant COVIDSafe Plan needs to be reviewed and updated regularly so that operations comply with the latest CHO Directions.

Other legal obligations [for example, permitted occupancy under the Public Health and Wellbeing (Prescribed Accommodation) Regulations] must also be observed.

#### 4.8 Accommodation – Commercial

This is visitor rental accommodation where facilities are not shared and includes hotel-style rooms and self-contained apartments with separate kitchen and bathroom facilities for each group of guests.

- See Section 3 (General Requirements).
- Refer to the [Tourism and accommodation services sector guidance](#).
- Refer to the applicable density quotient requirement under the latest [Victorian restriction levels](#).
- Records of occupants and visitors must be captured via the [Victorian Government QR code Service Victoria application](#). Businesses should provide options for patrons who are unable to check in themselves – for example, by providing tablets or other devices that enable staff to check in on behalf of these customers. Manual options for record keeping can only be used as a last resort.
- Maximum capacity signage is to be installed for each discrete area to which the density quotient applies.
- The relevant COVIDSafe Plan needs to be reviewed and updated regularly so that operations comply with the latest CHO Directions.

#### 4.9 Accommodation – Shared visitors

This is visitor rental accommodation with shared kitchen and bathroom facilities. It includes chalets, clubs and lodges and can be either on or off the mountains.

- See Section 3 (General Requirements).
- Refer to the [Tourism and accommodation services sector guidance](#).
- Refer to the applicable density quotient requirement under the latest [Victorian restriction levels](#).
- Bookings are permitted from multiple groups to a maximum of the allowed private gathering limit under the latest [Victorian restriction levels](#).
- Records of occupants and visitors must be captured via the [Victorian Government QR code Service Victoria application](#). Businesses should provide options for patrons who are unable to check in themselves – for example, by providing tablets or other devices that enable staff to check in on behalf of these customers. Manual options for record keeping can only be used as a last resort.
- Maximum capacity signage is to be installed for each discrete area to which the density quotient applies.
- Sharing of bathrooms should be avoided where possible to minimise mixing of occupants at chalet/club/lodge.
- Use of shared facilities such as kitchens, dining rooms and lounge rooms should be staggered where possible.

#### 4.10 Equipment rental

Snowsport equipment rental is offered through a number of large and small outlets in Melbourne, its suburbs, regional towns, on the approach to the mountains, and in the resorts themselves.

- See Section 3 (General Requirements).

- Refer to the [Retail Trade \(including equipment hire\) guidance](#).
- Records of customers are to be captured via the [Victorian Government QR code Service Victoria application](#). Businesses should provide options for patrons who are unable to check in themselves – for example, by providing tablets or other devices that enable staff to check in on behalf of these customers. Manual options for record keeping can only be used as a last resort.
- Maximum capacity signage is to be installed for each discrete area to which the density quotient applies.
- Regularly touched surfaces are to be cleaned frequently – see Section 3.3 (Cleaning).
- Physical distancing is to be encouraged in queues.
- Equipment should be cleaned between users.

#### 4.11 Ski lifts

Ski lifts comprise:

- Aerial ropeways (gondolas and chairlifts nominally rated to seat 2, 3, 4, 6 or 8 persons);
- Surface lifts (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.

- See Section 3 (General Requirements).
- Records of guests who use a ski lift during any given day are to be captured electronically via the ticketing system.
- Competitions on alpine resort ski fields will be subject to the [Public Events Framework](#) – see Section 4.19.
- Alpine resorts should manage ski lift queues to encourage physical distancing and encourage people in queues to wear masks if this is not possible.

#### 4.12 Ski school

During normal periods of operation, instruction in snow sports is delivered to adults and children via a range of products including:

- 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 1-12 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 – catering 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 – catering 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.

Instruction in snow sports should be operated under the following requirements.

- Ski schools should adhere to requirements for outdoor recreation facilities, including group sizes, as outlined in the [Restricted Activities Directions](#).

- See Section 3 (General Requirements).
- Records of all guests who have a lesson during any given day are to be captured electronically via the ticketing system.
- Physical distancing is to be encouraged in queues.
- Ski school operations should be managed to encourage physical distancing.

#### 4.13 Toboggan parks

Tobogganing occurs in open areas with few facilities to manage participants. Many tobogganing visitors do not plan their visit more than a day ahead. Tobogganers are primarily day visitors.

- See Section 3 (General Requirements).
- Physical distancing should be encouraged in queues.

#### 4.14 Cross-country skiing

Cross country skiing is undertaken mostly away from the main down-hill skiing areas and the most crowded areas. Participants are usually minimal users of resort infrastructure such as lifts but may use resort infrastructure at either end of their skiing.

- See Section 3 (General Requirements).

#### 4.15 Snowshoeing

Snowshoeing is usually done away from the main down-hill skiing areas and the most crowded areas.

- See Section 3 (General Requirements).

#### 4.16 Food, beverage, hospitality

Alpine resorts include a wide range of food, beverage and hospitality businesses including restaurants, cafes, bars, pubs and clubs.

- See Section 3 (General Requirements) and specific industry guidance - [Hospitality – Food and beverage services](#).
- Records of all customers are to be captured via [Victorian Government QR code Service Victoria application](#). Businesses should provide options for patrons who are unable to check in themselves – for example, by providing tablets or other devices that enable staff to check in on behalf of these customers. Manual options for record keeping can be used as a last resort.
- Maximum capacity signage is to be installed for each discrete area to which the density quotient applies.
- Physical distancing is to be encouraged in queues.
- Number of guests allowed at any time is to be in accordance with applicable density quotient and what is safe for that particular space.

#### 4.17 Retail

There are a range of retail outlets at alpine resorts, such as clothing or ski equipment shops.

- See Section 3 (General Requirements) and specific industry guidance - [Retail Trade \(including equipment hire\)](#).
- Maximum capacity signage is to be installed for each discrete area to which the density quotient applies.
- Physical distancing is to be encouraged in queues.
- Records of occupants and visitors must be captured via the [Victorian Government QR code Service Victoria application](#). Businesses should provide options for patrons who are unable to check in

themselves – for example, by providing tablets or other devices that enable staff to check in on behalf of these customers. Manual options for record keeping can only be used as a last resort.

#### 4.18 Other indoor public areas

Alpine resorts have a range of other public indoor areas including:

- public shelters and facilities;
- transport transfer terminals/lounges; and
- day centres.

These areas are mostly open-plan and may have public toilets and seating and tables. They may be in the same building with retail and hospitality businesses which are required to have their own record keeping and capacity control.

These other public areas can be used by visitors (particularly day visitors) for shelter during short-term poor weather. Overnight visitors have the option of returning to their accommodation in poor weather and generally do not use these areas for any length of time.

- See Section 3 (General Requirements).
- The number of people allowed at any time in each indoor space is to be in accordance with applicable density quotient for the venue type and for each undivided space.
- Seating and tables are to be matched to the applicable Density Quotient based capacity limit under the latest [Victorian restriction levels](#).
- From 4 June 2021, the venues and businesses noted in Section 3.1 are required to use the [Victorian Government QR code Service Victoria application to keep](#) electronic records of patrons.
- Maximum capacity signage is to be installed for each discrete area to which the density quotient applies.
- Physical distancing is to be encouraged.
- All reasonable steps are to be taken to routinely clean frequently touched surfaces with a disinfectant (at least twice a day), when they are dirty, between events, and immediately after spills.

#### 4.19 Public events

Public events often have a significant number of people in a defined and confined space. They can involve a broad range of activities including food and beverage service, entertainment, networking, or mass participation of attendees. They must be permitted under the [Public Events Framework](#).

Event organisers can check the requirements that apply to their event by completing the [Public Event Self-Assessment Tool](#) by answering questions about the number of attendees and public health risk factors. This will determine the tier classification for your event

#### 4.20 People within resort with COVID-19 symptoms

Arrangements for people who develop COVID-19 symptoms while on-mountain may differ depending on the length of time that they will be staying within the resort.

- Day visitors who develop COVID-19 symptoms should avoid using resort transport and return home immediately, seek COVID-19 testing and isolate until they receive a negative result and are feeling well.
- Visitors who are staying at a resort for less than seven days and develop COVID-19 symptoms should avoid using resort or other communal transport. They should return home immediately, seek COVID-19 testing and isolate until they receive a negative result and are feeling well, provided they can return there without the use of public transport, a taxi or rideshare vehicle. They should not stop along the way home unless for reasons of safety or unless it is unavoidable.

- People residing within resort (permanent resident, seasonal resident, staff) who develop COVID-19 symptoms should arrange a test at the nearest testing facility and isolate within their resort residence until they receive a negative result and are feeling well.
- Anyone with symptoms of COVID-19 and anyone who has been tested for COVID-19 must wear a mask when they are leaving their accommodation or residence for a permitted reason.
- Resort management and individual businesses within the resort should be familiar with their obligations in relation to employees with COVID-19 symptoms under the Workplace Directions.
  - An employer must not require a worker to perform work at the work premises if the worker is displaying one or more COVID-19 symptoms
  - Employer must advise worker to self-isolate immediately and support worker in doing so, either by directing the worker to travel home or directing the worker to self-isolate at accommodation within the resort (if appropriate).
  - The employer must advise the worker to undergo testing as soon as possible and self-isolate while awaiting the results of the test
  - The employer should take all reasonably practicable steps to manage the risk posed (for example, by undertaking cleaning of relevant areas if a case has attended the site).

#### 4.21 Testing, isolation and quarantine

- Any persons who have been identified as needing to quarantine (for example, as a close contact of a confirmed case, or as part of an outbreak) will need to quarantine until the Victorian Department of Health advises they can come out of quarantine, even if they return a negative result.

#### COVID-19 Testing

Staff or patrons should seek medical advice and [get tested](#) and [self-isolate](#) if they:

- have been advised by the Victorian Department of Health to get tested; or
- have COVID-19 symptoms.

The Victorian Department of Health is working to make COVID-19 testing available for any staff or visitor at an alpine facility who exhibits COVID-19 symptoms. These tests will be free of charge and undertaken in a designated location by qualified staff.

- The Victorian Department of Health will establish and provide on mountain testing facilities at resorts with significant numbers of permanent residents, seasonal residents and staff residing within the resort (Mt Hotham, Mt Buller and Falls Creek).
- Off mountain testing will be available for Lake Mountain and Mount Baw Baw.
- Testing facilities are available at the following towns near the resorts: Bright; Mt Beauty; Myrtleford; Mansfield (GP practice); Wangaratta; Benalla; Warragul; Healesville; and Alexandra.

#### Isolation while awaiting test results

Individuals who have COVID-19 symptoms and are awaiting test results will be expected to isolate within their usual accommodation, to make suitable alternate arrangements, or to leave the resort. Those sharing accommodation with a person awaiting a COVID-19 test are not required to self-isolate provided they do not have symptoms or have not been told to self-isolate or quarantine by the Victorian Department of Health.

Detailed advice on self-isolation and quarantine is available at <https://www.coronavirus.vic.gov.au/getting-tested>.

#### Visitors

- Visitors who are staying at a resort for less than seven days and develop COVID-19 symptoms should be encouraged to return home and get tested at a testing site closer to their home, provided they can return there without the use of public transport, a taxi or rideshare vehicle, and they are well enough to do so.

They should not stop along the way home unless for reasons of safety or unless it is otherwise unavoidable.

- Visitors staying in self-contained accommodation can self-isolate in that space if there is no possible alternative. The person isolating should stay in a different room to other people as much as possible, sleep in a separate bedroom and use a separate bathroom if available. Self-contained accommodation is where the only people sharing an apartment, bathroom, kitchen or living area are those who ordinarily live together (such as a family) or an intimate partner.
- Visitors staying in accommodation where their sleeping space or amenities (for example, bathroom, kitchen, living area) are shared with other members of the public who they do not normally live with, should make provisions to self-isolate elsewhere. This may include booking self-contained accommodation.
- Where visitors cannot reasonably return home (for example because their home is interstate) and cannot book alternative accommodation, ARMBs will endeavour to assist these visitors. This might include supporting the visitor to book alternative self-contained accommodation.

### Staff

- Staff living in self-contained accommodation can self-isolate in that space if there is no possible alternative. The person isolating should wear a face-mask, stay in a different room to other people as much as possible, sleep in a separate bedroom and use a separate bathroom if available.
- It is recommended staff staying in dormitory-style accommodation where their sleeping space or amenities (for example, bathroom, kitchen, living area) are shared with others either leave the resort (provided they can do so without the use of public transport, a taxi or rideshare vehicle) or isolate in self-contained accommodation. Best efforts should be made to arrange this. If this is not possible, the individual should be moved to more appropriate accommodation if available, or wear a face-mask, maintain physical distancing and ensure that any shared amenities are wiped down after use by the individual.
- All workers are required to be vigilant with regard to even the mildest of symptoms of COVID-19, and should immediately self-isolate and seek testing if they become symptomatic.

If individuals need 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.

More information on self-isolation can be found here <https://www.coronavirus.vic.gov.au/taking-test-covid-19#what-should-i-do-after-getting-tested>.

### **Self-isolation for people who test positive for COVID-19**

People who test positive for COVID-19 must immediately self-isolate. Assistance will be provided to those who cannot return to their home or to an alternate location for their period of self-isolation on a case-by-case basis in collaboration between the ARMBs and the Victorian Department of Health. If there is an immediate concern for the health and wellbeing of a person who tests positive, medical assistance should be sought, including by calling an ambulance if urgent help is required.

More information on what a person must do if they test positive for COVID-19 can be found here <https://www.coronavirus.vic.gov.au/what-to-do-if-you-have-covid-19>.

## 5. Appendix

### 5.1 Glossary of terms used in CHO directions

Term	Description
<b>Indoor physical recreation and community sport facility</b>	<p>A facility used predominantly for indoor sport or physical recreation.</p> <p>Examples: gymnasium, health club, fitness centre, yoga studio, pilates studio, barre studio, dance studio, spin facility, indoor basketball court, indoor climbing facility, squash court, table tennis centre.</p> <p>When the facility is being used for exclusive use by a single school at any one time for educational or social gathering purposes then it is not required to adhere to the density quotient.</p> <p>Indoor facilities include a group using a sports hall for training.</p> <p>Indoor facilities do not include pupils attending school within an alpine resort doing physical education in a sport hall.</p>
<b>Outdoor physical recreation and community sport facility</b>	<p>A facility used predominantly for outdoor sport or physical recreation;</p> <p>Examples: golf club, tennis club, basketball centre, go kart track, rifle range, equestrian centre, mini golf, paint ball, lawn bowling, water skiing</p>
<b>Community facility</b>	<p>This includes the following (whether operated for profit or not-for-profit):</p> <ul style="list-style-type: none"> <li>• a community centre or community hall;</li> <li>• a public library;</li> <li>• a youth centre;</li> <li>• a playground;</li> <li>• a skatepark or trampolining centre in an outdoor space; and</li> <li>• outdoor communal exercise equipment.</li> </ul> <p>It does not include:</p> <ul style="list-style-type: none"> <li>• a creative arts facility;</li> <li>• a physical recreational facility;</li> <li>• a swimming pool facility, hydrotherapy pool, spa, sauna, steam room or spring;</li> <li>• outdoor communal areas;</li> <li>• toilets away from other facilities; or</li> <li>• a post office.</li> </ul>
<b>Private gathering</b>	<p>A private gathering is a gathering at a premises a person ordinarily resides or a place where a person is temporarily residing (including hotel room or other booked accommodation).</p>
<b>Public gathering</b>	<p>A public gathering is an organised gathering for a common purpose in a public place.</p>
<b>Seated entertainment venues (indoors and outdoors)</b>	<p>This includes all seated entertainment in theatres, cinemas, musical halls, concert halls, auditoriums, arenas and stadiums – seated entertainment in those venues must be ticketed.</p> <p>It does not include people in a public square where music is being played.</p>
<b>Outdoor non-seated entertainment venues</b>	<p>An outdoor non-seated entertainment facility includes outdoor exhibitions and animal facilities such as zoos, whether they are ticketed or not.</p>