



Southern Alpine Resort Management Board

Integrated COVIDSafe Plan for Lake Mountain and Mount Baw Baw Alpine Resorts

Version 3.0

Effective from 9 June 2021



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Version	Date	Comment
1.0	1 June 2020	Document created
1.1	12 June 2020	Rewritten as an RMB plan from whole of resort perspective
2.0	18 May 2021	Updated to align with the guidelines issued by DELWP
3.0	9 June 2021	Updated to reflect the Victorian Governments' Advice for COVIDSafe Management of 2021 Alpine Activities in Victoria

1. Introduction

The Southern Alpine Resort Management Board (SARMB) has prepared this plan to minimise the risk of coronavirus (COVID-19) transmission occurring to stakeholders, staff, visitors and any others at the Lake Mountain and Mount Baw Baw Alpine Resorts. This plan is based on the Victorian Government Advice for COVIDSafe Management of 2021 Alpine Activities in Victoria (refer Appendix 2).

2. Key Responsibilities

Everyone involved with Lake Mountain and Mount Baw alpine resorts has a role to play in keeping the resorts free of, or limiting the spread of COVID-19. The key responsibilities are:

- SARMB is responsible for developing and implementing this overarching COVIDSafe Plan and for associated internal COVIDSafe plans and practices at Board operated properties. 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 Lake Mountain and Mount Baw Baw 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, Department of Health and Department of Jobs, Precincts and Regions are all responsible for spot checking compliance with COVIDSafe Plans.
- Victoria Police is the 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) SARMB will capture and retain the registration number, dates and times of vehicles entering through Resort Entry, along with the name and contact number of either the driver or the person who made the booking.
- c) Guest Services at each resort will capture details of all people purchasing / booking resort entry & parking permits, lift tickets, equipment rental, accommodation, ski school, ride-share transfers and toboggan slope sessions through their booking systems (online and via phone).

4. Capacity

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

5. SARMB responsibilities

5.1. Communications

- a) Implement a communications program in conjunction with the other Victorian Alpine Resorts, with the key messages of book online in advance, maintain physical distancing, and don't come if you have symptoms in accord with its Infection and Prevention procedure.
- b) Reinforce these messages through resort web sites, social media and EDM's.

5.2. Resort Entry

- a) All vehicles to pre-pay Resort Entry and Parking fees.
- b) No resort entry payments received at Resort Entry.
- c) Maintain staff safety screens at point of service.
- d) Capture the name and phone number of the driver of any vehicles purchasing their permit in the online store.
- e) Record the registration number, date and time of vehicles entering through Resort Entry.
- f) Refuse entry or services to any person, as required under CHO directions.

5.3. Parking

Monitor the number of carparks available for day visitors and make this real-time information accessible 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 SARMB 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 face masks, are not to set air-conditioning to recirculate, and should have a window open where possible.
 - Remind passengers to wear face masks when on the vehicle.
 - Permit passengers to use every seat.
 - Maintain a supply of single use face masks on each vehicle for passengers to use as a last resort.
- a) Resort Entry Shuttle
 - Preferred pre-purchase of services online.
 - Preferred cashless transactions.
 - Clean vehicles in accordance with the relevant Government / industry guidelines and CHO Directions.
 - b) Over Snow Shuttles
 - Preferred pre-purchase of services online.
 - Preferred cashless transactions.
 - Clean vehicles in accordance with the relevant Government / industry guidelines and CHO Directions.

5.5. Tobogganing

- a) There are no capacity limits on the tobogganing parks.
- b) It is preferred that passes are re-purchased online.
- c) 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.
- 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 SARMB 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 SARMB controlled public outdoor areas so as to encourage physical distancing.

Note - As at 27 May 2021, there are no density quotients or capacity limits on the number of people allowed in public outdoor areas in regional Victoria, and that music being played or background activities on a stage do not constitute a public event.

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. SARMB public events will be managed in accordance with the governments' Public Events Framework and CHO Directions.

- a) SARMB will advise any other known event organisers to comply with the Government's Public Events Framework and CHO Directions.
- b) SARMB 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. Waste Management

SARMB is responsible for collecting and managing recyclables 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.

5.10. Guest Services

SARMB operate 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 snow sports and snow play areas.

5.11. Chain Hire and Fitting Services

SARMB operates a chain hire and fitting service at Baw Baw:

- a) Preferred pre-purchase of chains online.
- b) Preferred cashless transactions.
- c) Clean service areas, public areas and hire equipment in accordance with the relevant Government / industry guidelines and CHO Directions.
- d) Refuse service to any person, as required under CHO directions.

5.12. Rental and Retail Outlets

SARMB operates a number of rental and retail outlets at each resort:

- a) 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.
- b) Maintain staff safety screens at point of service.
- c) Preferred pre-purchase of rental items online.
- d) Preferred cashless transactions.
- e) Clean service areas, public areas and hire equipment in accordance with the relevant Government guidelines and CHO Directions.
- f) Refuse entry to any person, as required under CHO directions.

5.13. Accommodation

SARMB manages and operates a range of visitor and staff accommodation within the resorts and off mountain;

- a) Accommodation – Commercial
 - Preferred pre-purchase of services online.
 - Preferred cashless transactions.
 - At the point of entry, display maximum capacity and physical distancing signs, provide hand sanitiser, and display a Service Victoria QR code so occupants and visitors can scan in.
 - Service delivery and cleaning in accordance with the relevant Government / industry guidelines and CHO Directions.
- b) Accommodation – Shared visitors
 - Preferred pre-purchase of services online.
 - Preferred cashless transactions.
 - At the point of entry, display maximum capacity and physical distancing signs, provide hand sanitiser, and display a Service Victoria QR code so occupants and visitors can scan in.
 - Bookings permitted for multiple groups to a maximum of the allowed private gathering limit under the latest Victorian Restriction levels.
 - Sharing of bathrooms should be avoided.
 - Use of shared facilities (kitchens, dining rooms, lounge rooms) should be staggered where possible.
 - Service delivery and cleaning in accordance with the relevant Government / industry guidelines and CHO Directions.

- c) Accommodation – Staff
 - Electronic records kept for all occupants.
 - At the point of entry, display maximum capacity and physical distancing signs, provide hand sanitiser, and display a Service Victoria QR code so visitors can scan in.
 - Service delivery and cleaning in accordance with the relevant Government / industry guidelines and CHO Directions.
 - Comply with permitted occupancy under the Public Health and Wellbeing (Prescribed Accommodation) Regulations.

5.14. Ski Lifts

SARMB operates surface ski lifts (Pomas, Platters, T-Bars and carpets) at Mt Baw Baw;

- a) Capacity limits shall be determined based on number of lifts operating and open terrain.
- b) Preferred pre-purchase of lift passes online.
- c) Preferred cashless transactions.
- d) Lift operations / guest services staff to reinforce physical distancing in lift access lines.
- e) Ski lifts operated in accordance with the relevant Government / industry guidelines and CHO Directions.
- f) Clean lifting equipment in accordance with the relevant Government / industry guidelines and CHO Directions.
- g) Refuse access or services to any person, as required under CHO directions.

5.15. Ski School

SARMB operates snow sports services (instruction) at each resort;

- a) Preferred pre-purchase of snow sports products online.
- b) Preferred cashless transactions.
- c) Snow sports services delivered in accordance with the relevant Government / industry guidelines and CHO Directions.
- d) Refuse entry or services to any person, as required under CHO directions.

5.16. Guest Information Centre

SARMB operates a Guest Information Centre at each resort. At Mount Baw Baw this includes an accommodation booking service facilitating guest check in/out;

- a) 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.
- b) Maintain staff safety screens at point of service.
- c) Preferred cashless transactions.
- d) Refuse entry or services to any person, as required under CHO directions.

5.17. Lost & Found

Lost property is often found by staff or by visitors who hand it in at the Guest Information Centre or Guest Services. 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 Guest Information Centre.
- c) Have Guest Services staff able to advise visitors to go to the Guest Information Centre if they have lost any valuables.

5.18. Food and Beverage

SARMB operates a number of food and beverage venues at each resort;

- 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) Preferred cashless transactions.
- d) Clean food preparation, service areas, public areas and public toilets in accordance with the relevant Government guidelines and CHO Directions.
- e) Refuse entry or services to any person, as required under CHO directions.

5.19. Ski Patrol Base and First Aid Centre

- 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. Testing

- a) The Department of Health provide free tests off mountain in major regional locations. Any permanent resident, seasonal resident, or staff working within the resort, who exhibit COVID-19 symptoms should immediately leave the resort, visit a regional testing centre and should contact SARMB if they are unable to travel to the testing centre without using resort public transport. 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 SARMB for assistance if they are unable to return home without using resort public transport.
- c) Visitors who are staying overnight who develop COVID-19 symptoms should return home immediately and should contact SARMB if they are unable to return home without using resort public transport.

7. 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.

8. Surrounding areas

Most visitors to Lake Mountain and Mt Baw Baw come from Melbourne, via a number of alternative regional routes. Visitors coming to the resorts pass through a number of regional towns including Healesville, Marysville, Neerim South, Noojee, Erica and Rawson, which provide food, beverages, fuel, accommodation, chain hire and clothing & equipment hire to many resort visitors. Therefore, these local towns play an important role in minimising the risk of COVID-19 transmission to and from people who visit or work at the resorts. Accordingly, SARMB will;

- a) Publish a copy of this COVIDSafe plan on the Lake Mountain and Mt Baw Baw websites for the neighbouring Council and local retail outlets to consider in developing their own plans.
- b) Discuss any emerging issues with neighbouring Council representatives as required.

9. Emergency Services

Emergency Services providers (Police, Ambulance, CFA, Hospitals, SES) are critical in maintaining safety and responding to emergency situations within the resorts. None of these providers are permanently based at the resorts. The Police are the only body permitted to enforce the Government's COVID-19 restrictions. Ambulance Victoria maintains staff and a vehicle on weekends only at Mt Baw Baw and is responsible for transferring critical patients to hospital. SARMB will:

- a) Publish a copy of this COVIDSafe plan on the Lake Mountain and Mt Baw Baw 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.

10. Important contacts

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

Appendix 1 - Stakeholders

- Commercial accommodation properties (including individual apartment rentals)
- Emergency Services providers
- Equipment & clothing rental outlets
- Food & Beverage Operators on resort
- Mt Baw Baw lodges
- Other contractors (including painters, electricians, builders)
- Other suppliers (telecommunications companies, gas & electricity suppliers)
- Providers of visitor services (including transport, tour operators, dog sledding)
- Retail outlets on resort
- Baw Baw Shire Council
- Latrobe City Council
- Murrindindi Shire Council
- Mt Baw Baw Stakeholders Association
- Mt Baw Baw Ski Patrol Association
- Marysville Triangle Business & Tourism

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

These guidelines have been approved by the Department of Environment, Land, Water & Planning

The *Advice for COVIDSafe Management of 2021 Alpine Activities in Victoria* was published on 9 June 2021 and available from the DELWP website page for Alpine resorts:

<https://www.forestsandreserves.vic.gov.au/land-management/alpine-resorts>