



Mt Buller & Mt Stirling Integrated COVID Safe Plan

Version 2.1

Effective from 25 June 2020

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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

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 a review of the risks of coronavirus (COVID-19) to the resort operations, based on assessing the visitor domains and journey associated with visits to Mt Buller & Mt Stirling.

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

- a) the Victorian Governments Alpine Activities Guidelines for coronavirus (COVID-19) issued on 21 June 2020;
- b) this Integrated COVID Safe Plan;
- c) specific COVID SAFE Plans for each Mt Buller & Mt Stirling Stakeholder, where required in accordance with this Integrated COVID Safe Plan.

The RMB is responsible for deciding if and when to allow visitors to access the Mt Buller & Mt Stirling Resorts. This decision will be based on it being satisfied that it has a satisfactory COVID Safe plan, and also being satisfied that Stakeholders have satisfactory COVID Safe plans. It is not an RMB responsibility to sight or verify Stakeholder plans, as it is the Victoria Police who are responsible for enforcing compliance with COVID-19 restrictions. Given the gravity of the situation, the RMB has decided that Stakeholders planning to open their premises to the public or provide services to the public during the 2020 snow season must attest to the RMB that they have implemented a satisfactory COVID Safe plan. This will help the RMB determine when to allow more visitors to enter the resort (see Appendix 7).

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

- the key steps in controlling capacity and traceability across Mt Buller & Mt Stirling,
- a risk assessment across the Domains and Customer Journeys specific to the resorts,
- key RMB responsibilities and actions,
- working with neighbouring areas and the Mansfield Shire,
- working with Emergency Services,
- COVID-19 testing,
- Handling a positive COVID-19 case,
- What Stakeholders need to address in their own COVID Safe Plans, in accordance with the Victorian Governments Alpine Activities Guidelines for coronavirus (COVID-19).

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 season (< 25%)	Low	
Possible	Less than 50% chance of occurring this season (26% to 49%)	Moderate	
Probable	More likely to occur than not this season (50% to 75%)	Significant	
Very Likely	Very likely to occur this season (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. Domains

Domains are key zones that visitors & staff pass through or utilise when visiting Mt Buller & Mt Stirling (refer Appendix 2). The high-level assessment of the likelihood of COVID-19 transmission without any controls (to the extent that they can be influenced by the RMB), is as follows:

Domain	Description	Rating
Pre-travel	Visitors are at home and booking via phone and internet	
Travel	Many visitors & staff shop, rent equipment, eat or stay in Mansfield	
Arrival	Visitors arrive, park and transfer to their accommodation or ski area	
Village	Visitors have a high level of interaction during day and overnight visits	
Ski Area	Visitors queue, use chairlifts and enter buildings	
Departure	Visitors return to or transfer back to their vehicle via ski lift or buses	

5. Visitor Journey

The visitor journeys within the Mt Buller & Mt Stirling resorts are outlined in Appendix 3. The high-level assessment of the likelihood of COVID-19 transmission without any controls (to the extent that they can be influenced by the RMB), is as follows:

Element	Description	Rating
Booking	Visitors are at home and interacting via phone and the internet	
Resort entry	Visitors remain within their cars and interact with staff who mostly remain indoors; infectious visitor could enter resort	
Parking	Staff on foot direct drivers to the next available parking space	
Transport	Visitors are transferred to the Mt Buller village or TBJ in small and large buses with 10 to 42 seats	
Equipment rental	Clothing and boots are hired to different visitors each day and large numbers can be within outlets at the one time	
Retail outlets	Visitors are within the one store at the same time, handling merchandise they are considering buying	
Commercial accommodation	High turnover of visitors from day to day and week to week, many with shared drying rooms	
Lodge accommodation	Different people in lodges from week to week, many with shared bedrooms, bathrooms, lounges, dining areas, kitchens & drying rooms	
Staff accommodation	Staff typically living in the one place for the season, many sharing bedrooms, bathrooms, lounges, dining areas, kitchens & drying rooms	
Private accommodation	Akin to people staying in their own home, with or without visitors	
F&B outlets	Providing dine-in or takeaway food, with staff and visitor risks in kitchens and public areas	

7. Capacity Planning

Social distancing and other government requirements dictate the number of people who can be in the same area at the same time, including when using the transport system, the ski area, restaurants, day shelters, guest accommodation, staff accommodation and others. This requires careful management of capacity throughout the snow season. The main steps are outlined below, and should be read in conjunction with the Victorian Governments Alpine Activities Guidelines for coronavirus (COVID-19) – Resort Capacity Management:

- a) *Determine capacity.* The RMB will work with key Stakeholders to determine and agree the maximum capacity of the resort on a daily basis through the season, based on each key element of the visitor journey (car parks, transport, ski area, toboggan slopes, day shelters, restaurants, takeaway food outlets). This will involve consideration of current COVID related restrictions, snow levels and weather. The maximum capacity details at 22 June 2020 are outlined in Appendix 6.
- b) *Determine demand.* The RMB will work with key Stakeholders to agree the predicted level of demand on a daily basis based on the latest snow and weather forecasts. This will involve consideration of demand across the resorts from residents, day visitors, overnight visitors, visitors with season resort entry permits, and visitors with season lift tickets or multi-day lift tickets.
- c) *Determine visitation limits.* The RMB will work with key Stakeholders to:
 - i. consider the predicted daily demand in comparison with the maximum capacity;
 - ii. use the “capacity calculators” (refer Appendix 6) to identify and agree areas where demand could exceed capacity;
 - iii. agree the number of resort entry day permits and / or daily lift tickets that can be made available for sale, and then use these to limit the number of people within the resorts in line with the maximum capacity. For Mt Buller, this will be done by the RMB and Buller Ski Lifts as follows:
 - Determine the number of season pass holders (resort entry and lift tickets) and other known visitors (eg those with pre-purchased multi-day lift tickets) expected to be in the resort on any given day.
 - Use this information to determine the remaining number of day resort entry permits and day lift tickets which can be sold online for a given day, based on the greatest constraint identified through the “capacity calculator”
 - Consider releasing resort entry / parking permits and lift tickets for sale in “waves”, starting with people who are booking overnight accommodation, with stand-alone day resort entry permits only becoming available closer to the day in question.

8. Capacity Management

The key element in managing capacity is to make all products and services bookable in advance, and continually reinforcing the message of visitors booking before they leave home, and only coming when they have everything booked. Other key components include:

- a) The RMB and Buller Ski Lifts working together on ways to maximise the economic contribution to Stakeholders and the broader region, which could include making combined lift ticket and resort entry day passes available before making resort entry day passes available on their own.
- b) The RMB and Stirling Experience working together on ways to maximise the economic contribution to Stakeholders and the broader region.

- c) Providing a space for and allowing snowplayers to visit the resorts when this can be safely accommodated within the overall capacity constraints.
- d) Keeping the toboggan parks closed until the RMB and key Stakeholders agree they can be safely opened while still maximising overall economic contribution.
- e) If opening the tobogganing parks, set a maximum capacity of simultaneous users and implement a booking system so that visitors can book individual sessions (of say 30 minutes per session) in advance.
- f) If the number of operating food & beverage outlets is insufficient to meet demand, then consider ways to increase supply through existing on-mountain Stakeholders (eg grab-&-go food through the supermarket and other operators). If this is still insufficient, then consider arranging “pop-up” food vans and encouraging day visitors to bring own food.

9. 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:

- a) All people working at or visiting Mt Buller & Mt Stirling will be actively encouraged to download the Federal Government’s “COVID Safe” App and have it active while they are within the resorts.
- b) The RMB will implement and operate a system for all visitors (including those with village permits or resort entry season passes) to provide their names and telephone contact details before entering the resort, and will require all vehicles to stop at Resort Entry so that each person can be registered at the point of entry. This system will include providing a Mt Buller ID or Mt Stirling ID (QR code) to each visitor with a mobile phone.
- c) The RMB will capture and retain the registration number, dates and times of vehicles entering and exiting through Resort Entry.
- d) Buller Holidays 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 the official Mt Buller & Mt Stirling booking function (online and via phone).
- e) Stakeholders involved in providing accommodation and restaurant operations are required to obtain the names and telephone contact details of people coming into their workplace to the maximum possible extent. They will have the option of scanning visitor Mt Buller ID’s and Mt Stirling ID’s (QR codes) for this purpose.
- f) Visitors to Mt Stirling to complete a “trip intentions” form and lodge it with Ski Patrol before heading into the ski area from Telephone Box Junction.

10. RMB responsibilities

9.1. Capacity

- a) Implement resort wide capacity planning and management in conjunction with key Stakeholder representatives prior to and throughout the snow season.

9.2. Communications

- a) Implement a consistent 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, don’t come if you have symptoms.

- b) Reinforce these messages through resort web sites, social media, eDM's and text messages.
- c) Encourage midweek visitation in preference to coming on weekends.
- d) Display prominent signs on the major routes to the resorts reinforcing the need to book online and advising when the resorts have reached capacity.

9.3. Resort Entry

- a) Check that vehicles have a valid pre-purchased resort entry permit and that all passenger names and telephone contact details have been provided / recorded as much as is practicable.
- b) Check that vehicles are carrying wheel chains as required.
- c) Advise visitors when tobogganing is not permitted.

9.4. Parking

- a) Remind parking staff to maintain 1.5m distance from all visitors where practicable.
- b) Guide cars to park in a manner which means visitors are not close to others when exiting vehicles (eg park every odd spot, then go back to the start and park every even spot).

9.5. Transport

- a) *Carpark Shuttle*. Provide services in accordance with the Victorian Governments Alpine Activities Guidelines for coronavirus (COVID-19) – Transport.
- b) *Ride Share*. Provide services in accordance with the Victorian Governments Alpine Activities Guidelines for coronavirus (COVID-19) – Transport with the exception of maintaining separation between drivers and passengers within the vehicle, which will be achieved as follows:
 - i. Only allow passengers in the seat beside the driver if there is a driver protective screen between the two seats;
 - ii. Only allow passengers to sit in the two seats immediately behind the driver if there is a driver protective screen behind the driver;
 - iii. Provide passengers with face masks if they are transported in smaller vehicles which do not allow either of the approaches outlined above.
- c) *Village Shuttles*. Only provide services when the risk of transmission from repeatedly carrying different people wearing wet gear in a confined vehicle of only 20 seats is deemed to be sufficiently low, and the Government agrees that the cost of this service can be included in the definition of essential expenditure under the Letter Of Comfort it has provided to the RMB.

9.6. Tobogganing

As noted above, tobogganing will only be permitted if this activity does not displace visitors who make a higher or more dispersed economic contribution to the resorts and the region. Should the activity proceed, the steps in managing tobogganing are as follows, and should be read in conjunction with the Victorian Governments Alpine Activities Guidelines for coronavirus (COVID-19) – Resort Capacity Management:

- a) Close designated toboggan parks and make them unavailable for use until at least 13 July, so as to allow a staged snow season opening from 22 June and avoid the risk of overcrowding within the resort during the busy term 2 school holiday period.

- b) Implement steps to reduce the chance of toboggans being used before 13 July, and then adjust or retain as required for the rest of the snow season:
 - i. Use web site to advise that tobogganing is not permitted.
 - ii. Inform toboggan hire outlets that tobogganing is not permitted before this date and thereafter only as advised by the Resort Management Board.
 - iii. Use Mirimbah electronic sign to advise that tobogganing is not permitted.
 - iv. Have Resort Entry staff advise visitors that tobogganing is not permitted.
 - v. Have parking staff instruct visitors getting toboggans out of their car to put them back as tobogganing is not permitted.
 - vi. Have Guest Services staff instruct visitors queueing for the Carpark Shuttle with toboggans to return them to the vehicle.
 - vii. Have signs in the village and at Telephone Box Junction to advise that tobogganing is not permitted.
 - viii. Have staff periodically monitor Athlete's Walk, Magic Forest and Bourke Street, instruct anyone with a toboggan that it is not to be used, and implement fines as appropriate.
- c) Develop / implement a system allowing visitors to book 30-minute tobogganing sessions, before considering opening the toboggan parks from 13 July.
- d) Implement the following controls if it is decided to allow tobogganing:
 - i. Queueing areas where necessary, with social distancing;
 - ii. A single point of entry to each toboggan park, with staff controlling access and checking bookings on busier days and undertaking periodic monitoring of the park on quieter days;
 - iii. Signs advising of capacity limits within the park;
 - iv. Safety marshals on busier days to monitor and enforce safe behaviours;
 - v. Clearing of visitors from the park after each session during busier days.

9.7. Day shelters

- a) Adjust the number of tables & chairs in each day shelter to no more than the maximum defined capacity (refer table below).
- b) Display maximum capacity signs and instructions on all day shelters. Implement capacity controls (periodic monitoring on quiet days, staff controlling access points on busy days, queueing areas where necessary with social distancing).
- 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 Victorian Governments Alpine Activities Guidelines for coronavirus (COVID-19) – Latest Chief Health Officer Directions.
- e) Provide and advise visitors of the day shelters which will be available on every day, those that will become available on days when demand will be higher, and areas where visitors may shelter while maintaining social distancing in an emergency and when all other public shelters are full:

Day Shelters – Mt Buller	Area (m ²)	Capacity	
		@ 22 June	@ 4m ²
Every Day Shelters			
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
Saleyards	100	20	25
Altitude day shelter	100	20	25
Freeride day shelter	152	20	39
Midstation (top of Bourke Street Express lift)	282	20	71
The Esky (beside Control Centre)	483	20	121
Sub-total	2,590	180	581
Additional Shelters			
Cinema	183	20	46
Alpine Central – Level 4	203	20	51
Chapel	187	20	47
PoPo's	270	20	68
K-Hole	300	20	75
Cattleman's portico	225	20	56
Kooroora portico	223	20	56
Hall of Fame portico	50	13	13
Ski school – Level 1	184	20	46
Ski school – Level 2	229	20	57
Ski school – Level 4	209	20	52
BBW day shelter – Level 1	119	20	30
BBW day shelter – Level 2	119	20	30
Burnt Hut marquee	150	20	38
Buller Sports HH portico	32	8	8
Sub-total	2,683	281	673
Emergency Shelters			
Kooroora basement	1,600	20	400
K2 basement	2,980	20	745
Sub-total		40	1,145
Total		501	2,399

Day Shelters – Mt Stirling	Area (m ²)	Capacity	
		@ 22 June	@ 4m ²
Day Shelters at Telephone Box Junction			
Indoor Public Shelter	32	8	8
Cafe	53	13	13
Pack Shelter	18	5	5
Sub-total	103	26	26
Additional Shelters/Refuge Huts			
King Saddle Shelter	32	8	8
Machinery Shed Shelter	24	6	6
Machinery Shed Portico	9	2	2
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
Sub-total	145	35	35
Total	248	61	61

9.8. Public outdoor areas

- a) Adjust the number of tables & chairs and their position within RMB controlled public outdoor areas to so as to maintain social distancing.
- b) Monitor that visitors are maintaining social distancing.

9.9. Events

- a) Cancel all regular events (Opening Weekend fireworks, Closing Weekend fireworks, Cattleman's Railjam, Pond Skim, 80's day, Victorian Interschools opening ceremony, Victorian Interschools presentation ceremonies) and do not arrange any new events.

9.10. Mt Buller Medical Centre

- a) Maintain adequate supplies of PPE.
- b) Install maximum capacity signs and instructions at point of entry and implement social distancing controls within the waiting room.
- c) Implement a way of checking if patients have COVID-19 symptoms before they enter the Medical Centre and direct any non-critical patients with these symptoms to an approved testing facility.
- d) Wear full PPE when treating any critical patients who have COVID-19 symptoms and appropriately dispose of all potentially contaminated waste.
- e) Minimise face-to-face GP consultations so as to minimise the risk of COVID-19 entering the Medical Centre, and instead refer patients to a telehealth GP service. The Medical Centre will only provide "house call" GP services as a last resort. The telehealth GP service will be able to approve scripts and provide them to a Mansfield Pharmacy for delivery to the patient's address at Mt Buller.

9.11. Guest Services

The Resort Management Board and Buller Ski Lifts cooperate in the delivery of guest services for visitors. Guest Services staff will maintain social distancing wherever practicable while delivering the following services:

- a) 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.
- b) Instruct visitors queueing for the Carpark Shuttle with toboggans to return them to their vehicle.

9.12. Information Centre (Clock Tower)

- a) Provide information to visitors.
- b) Display maximum capacity sign and instructions.
- c) Implement queueing area where necessary, with social distancing.

9.13. 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). To minimise the risk of virus transmission, the approach for 2020 is:

- 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.

9.14. Post Office

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

9.15. 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) People should immediately wash their hands for 20 seconds using soap and water immediately after handling disposable items or items that have been in contact with them.
- d) The RMB's licensed Contractor will then collect and dispose of this waste in a safe manner in accordance with its standard OHS system.

9.16. 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) Provide sanitiser at entrance.
- d) Implement entry controls at busier times.
- a) Implement strict cleaning regimen in accordance with the Victorian Governments Alpine Activities Guidelines for coronavirus (COVID-19).

9.17. Mt Stirling Refuge huts

- b) Restrict sleeping capacity in each hut to comply with 4m² p.p. requirement.
- c) Signs advising against people from different travelling parties sharing the same hut or using communal facilities at the same time.
- d) Signs advising self-contained campers that they cannot use communal facilities.
- e) Provide hand sanitiser, wipes and/or disinfectant in common areas for visitors to use to clean frequently touched surfaces.

9.18. Mt Stirling Ski Patrol

- a) Ski Patrollers to follow the COVID-19 procedures as documented by the Australian Ski Patrol Association.
- b) Ski Patrol building at Telephone Box Junction to have social distancing measures.
- c) Implement signs advising of maximum capacities & social distancing guides.
- d) Provide sanitiser at entrance.
- e) Implement strict cleaning regimen in accordance with the Victorian Governments Alpine Activities Guidelines for coronavirus (COVID-19).

11. Testing

The Department of Health & Human Services will provide bulk-billed tests for any visitor, stakeholder or staff working at Mt Buller & Mt Stirling who exhibit coronavirus (COVID-19) symptoms. These tests will be undertaken in a designated location within the Mt Buller Village by qualified staff from the Mansfield Hospital. After completing the test, all visitors, stakeholders and staff will be required to self-isolate in accordance with instructions they will be given after the test. The RMB has determined that if anyone cannot comply with these instructions while remaining within the resorts, then they must leave the resorts immediately.

12. 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).

13. 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 Mt Buller & Mt Stirling Resort Management Board will:

- a) Provide the Shire with a copy of this Mt Buller & Mt Stirling Integrated COVID Safe Plan to help inform its own plans
- b) Provide clothing & equipment hire outlets in Mansfield and Merrijig with a copy of this Mt Buller & Mt Stirling Integrated COVID Safe Plan to help inform their own plans
- c) Provide the Shire with weekly updates on the resorts' estimated visitation and capacity constraints so that it can advise its constituents accordingly
- d) Meet regularly with Shire representatives to discuss any emerging issues and review performance of their respective COVID Safe plans.

14. 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. While Medical Rescue operates a Medical Centre at Mt Buller under a contract with the Resort Management Board, Ambulance Victoria maintains staff and a vehicle within the same building and is responsible for transferring critical patients to hospital. Therefore the Mt Buller & Mt Stirling Resort Management Board will:

- a) Provide Emergency Services providers with a copy of this Mt Buller & Mt Stirling Integrated COVID SAFE Plan to help inform their own plans and operations
- b) Provide Emergency Services providers with weekly updates on the resorts' estimated visitation and capacity constraints so that can amend their operations as required
- c) Meet periodically with off-mountain Emergency Services representatives to discuss any emerging issues
- d) Meet regularly with the Police stationed at Mt Buller to discuss any emerging issues and review enforcement of COVID restrictions
- e) Meet regularly with Medical Rescue, Mt Buller & Mt Stirling Ski Patrols and Ambulance Victoria representatives stationed at the resort to discuss any emerging health and treatment issues
- f) Meet regularly with CFA representatives stationed at Mt Buller to discuss any emerging issues.

15. Important contacts

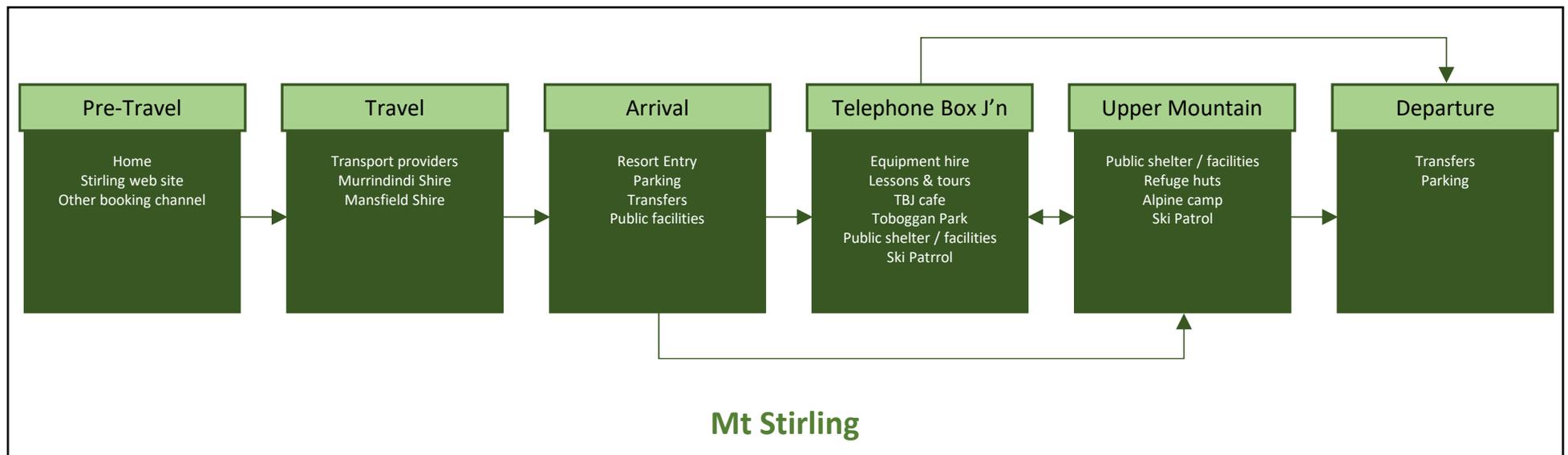
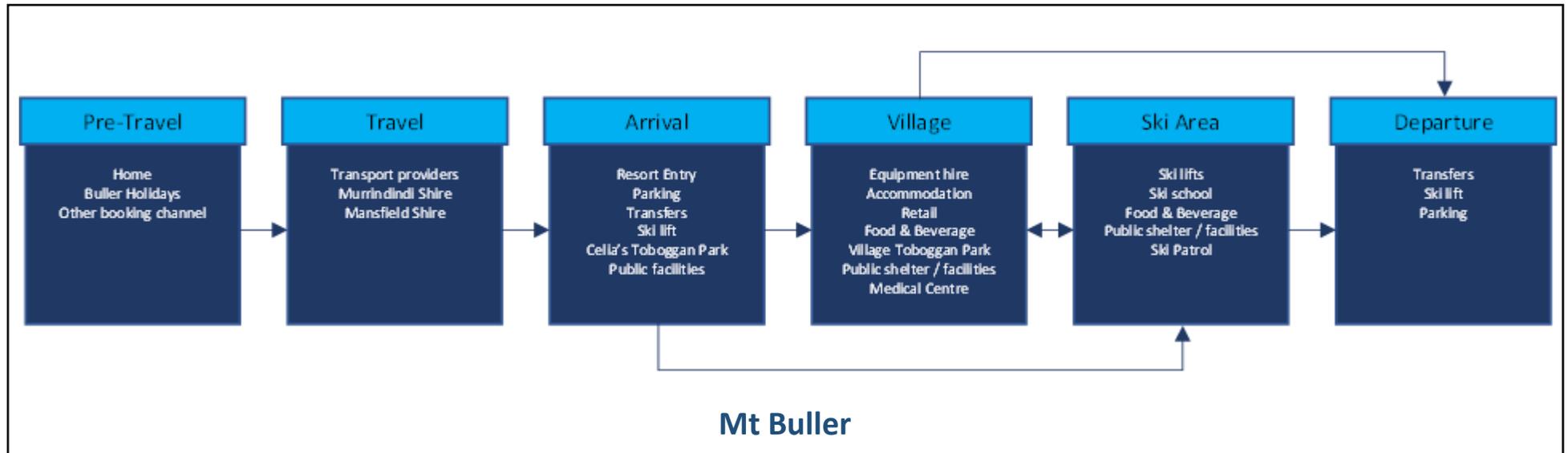
Department of Health and Human Services:
Coronavirus (COVID-19) hotline 1800 675 398
<https://www.dhhs.vic.gov.au/coronavirus>

Note - Call 000 for emergencies only

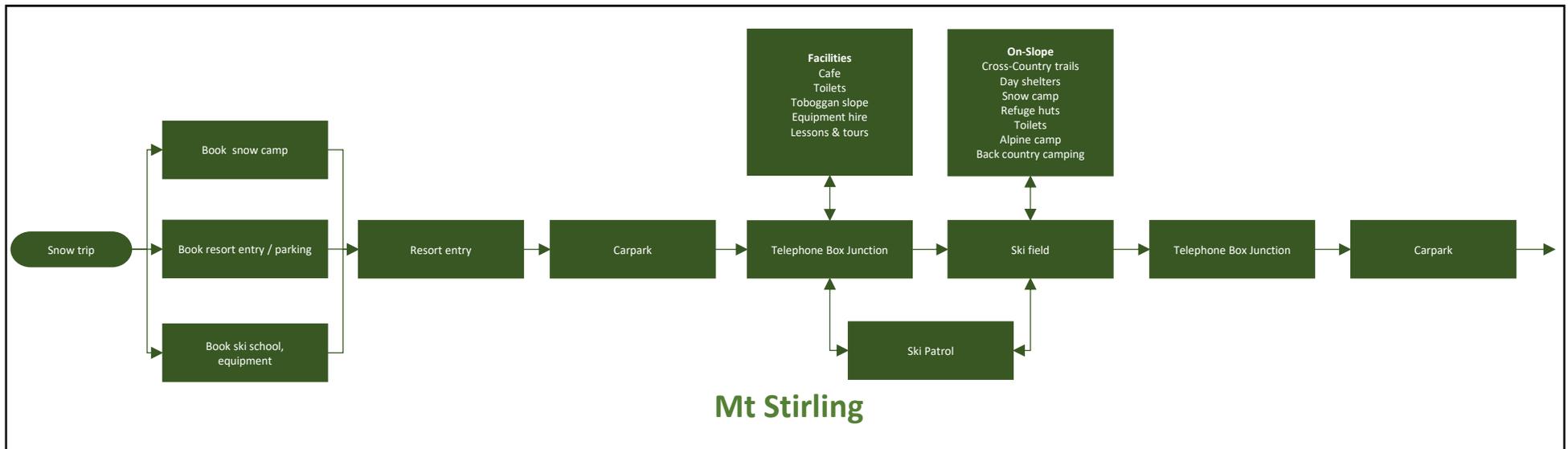
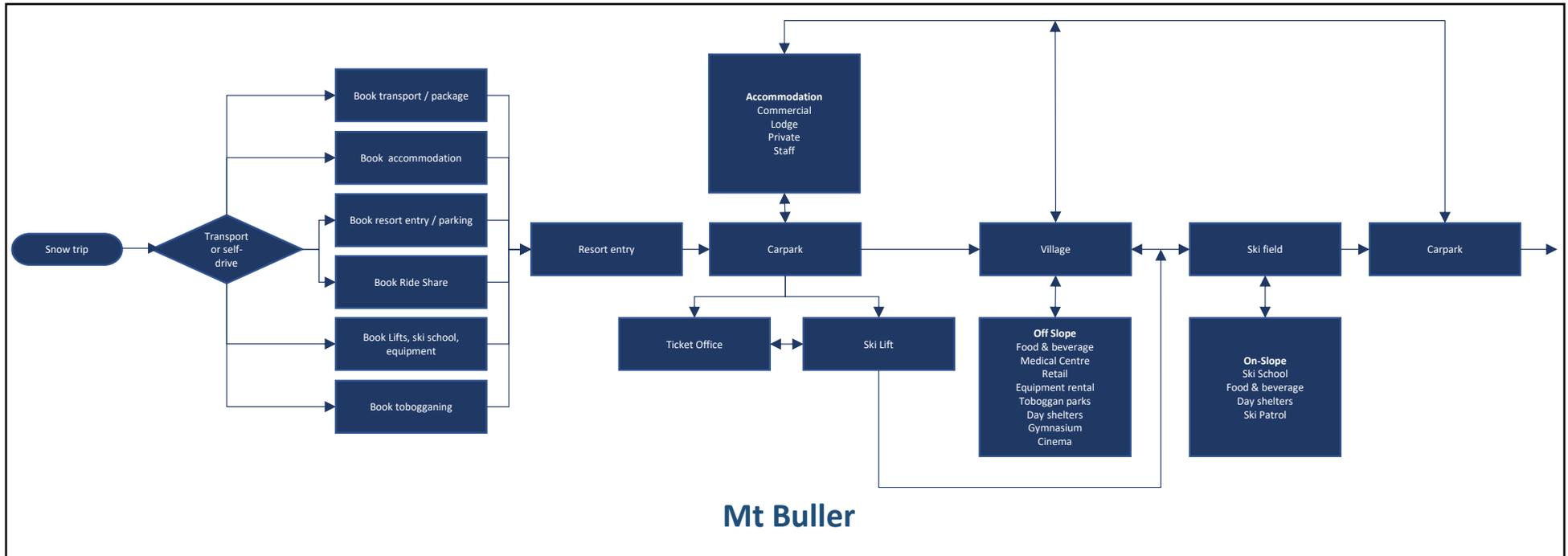
Appendix 1 - Mt Buller & Mt Stirling Stakeholders

- 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
- Health providers (Mt Buller Medical Centre, Ski Patrol)
- In-resort Emergency Services (Police, CFA, Ambulance Victoria)
- Lodges
- Mansfield Shire
- 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, child care, 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 - Mt Buller & Mt Stirling Domains



Appendix 3 - Visitor Journey



Appendix 4 - RMB Risks & Controls

Risk	Raw score	Controls	Residual score	Further Action
Resort entry Context <ul style="list-style-type: none"> Vehicles enter the resort through up to 3 lanes, open their window to talk with staff but do not exit their vehicle Staff remain within a closed booth, and open their window to talk with visitors Staff may need to exit booth to check vehicle tyres 				
Visitor or contractor enters resort with flu-like symptoms	●	<ul style="list-style-type: none"> All vehicles must stop at resort entry Signs indicating people with symptoms must not enter resort Drivers asked to confirm that all passengers are free of flu like symptoms 	●	Nil
Contagious visitor infects Resort Entry staff	●	<ul style="list-style-type: none"> Visitors required to book online so as to minimise contact with staff at entry Staff provided with clear screen for separation from drivers Any transactions are EFT only & device regularly sanitised 	●	
Parking Context <ul style="list-style-type: none"> Visitors park their own cars Parking staff mostly direct visitors to the next available space Cars are parked close together to maximise capacity 				
Contagious visitor infects Parking staff	●	<ul style="list-style-type: none"> Staff remain 1.5m from vehicles while instructing drivers Staff remain 1.5m from visitors exiting vehicles 	●	Nil
Contagious visitor infects another visitor while exiting vehicles	●	<ul style="list-style-type: none"> Parking staff to allow more space between parked vehicles if required 	●	
Carpark Shuttle Context <ul style="list-style-type: none"> Visitors queue at various bus stops Guest Services staff help direct visitors and manage queues Visitors travel in low-rider buses with a seated & standing capacity of 80 passengers for approximately 10 minutes 				
Contagious visitor infects staff (Guest Services or Driver)	●	<ul style="list-style-type: none"> Follow the Victorian Governments Alpine Activities Guidelines for coronavirus (COVID-19) – Transport 	●	Nil
Contagious visitor infects another visitor while queueing, directly within the vehicle, or by contacting an infected surface	●		●	

Ride Share transfers

Context

- Overnight visitors transferred to accommodation in 10-seater vehicles on a share basis
- Visitors remain beside their vehicle until collected
- Passengers spend 10 – 15 minutes within the Ride Share vehicle

Contagious visitor infects Driver	●	<ul style="list-style-type: none"> • Follow the Victorian Governments Alpine Activities Guidelines for coronavirus (COVID-19) – Transport 	●	Nil
Contagious visitor infects another visitor either directly within the vehicle, or by contacting an infected surface	●	<ul style="list-style-type: none"> • Follow the Victorian Governments Alpine Activities Guidelines for coronavirus (COVID-19) – Transport • Only allow passengers in the seat beside the driver if there is a driver protective screen between the two seats; • Only allow passengers to sit in the two seats immediately behind the driver if there is a driver protective screen behind the driver; • Provide passengers with face masks if they are transported in smaller vehicles which do not allow either of the approaches outlined above. 	●	

Village shuttle

Context

- Visitors transferred to / from various points within the village in a 20-seater vehicle, loading their own skis / boards into racks
- Visitors wait for the shuttle at 14 different shuttle stops where queueing is difficult to control
- Passengers spend 5 – 10 minutes within the shuttle
- Passengers are often wearing wet gear, which soaks into seats and leaves residue on other surfaces
- While a convenient and well utilised service, most visitors can walk without significant adverse impact

Contagious visitor infects Driver	●	<ul style="list-style-type: none"> • Follow the Victorian Governments Alpine Activities Guidelines for coronavirus (COVID-19) – Transport 	●	Do not provide this service.
Contagious visitor infects another visitor while queueing, directly within the vehicle, or by contacting an infected surface	●	<ul style="list-style-type: none"> • Follow the Victorian Governments Alpine Activities Guidelines for coronavirus (COVID-19) – Transport • Not viable to limit passenger numbers to (say) 50% capacity • Not viable to thoroughly clean vehicle after each trip 	●	

Staff transportation

Context

- Staff transferred from Mansfield & various points along the way to / from Mt Buller
- Vehicles have seating capacity of 10 – 20 passengers
- Trip time takes approximately 45 minutes

Contagious staff member infects Driver or another staff member	●	<ul style="list-style-type: none"> • Follow the Victorian Governments Alpine Activities Guidelines for coronavirus (COVID-19) – Transport 	●	Nil
Person contacts an infected surface	●		●	

Bus Services (Route, Charter, Tour)

Context

- A wide variety of Transport Operators provide route, charter or tour services to & from Mt Buller and Mt Stirling
- Some of these services terminate within the Village Square or Telephone Box Junction, which is where passengers disembark on arrival and embark on departure
- The majority terminate in one of two carparks at Mt Buller, which is where passengers disembark on arrival and embark on departure and where buses remain until departure

Contagious visitor infects another visitor while queueing	●	<ul style="list-style-type: none"> • Follow the Victorian Governments Alpine Activities Guidelines for coronavirus (COVID-19) – Transport 	●	Nil
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Day Shelters

Context

- 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 sitting indoors, either directly or by touching an infected surface	●	<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 where practicable • Implement periodic checks in quieter times and entry controls at busier times • Implement strict cleaning regimen in accordance with the Victorian Governments Alpine Activities Guidelines for coronavirus (COVID-19) 	●	As outlined in section 9.4
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Outdoor public areas

Context

- Seating is provided at Mirimbah Park, Celia's, Mt Buller Village centre, the Mt Buller Toboggan Park, Telephone Box Junction and various shelters across Mt Stirling
- Visitors usually share tables with people with whom they've come to the resorts

Contagious visitor infects another visitor while sitting in an outdoor public area	●	<ul style="list-style-type: none"> • Position outdoor furniture so as to achieve social distancing • Periodically monitor outdoor areas and remind people of the need to maintain social distancing as required 	●	Nil
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RMB controlled public toilets

Context

- Toilets are provided at Mirimbah Park
- Toilets are provided at Mt Buller at Celia's, Village Square Plaza and Alpine Central, and are heavily utilised
- Toilets are provided across Mt Stirling, often in remote locations and usually as pit toilets without running water

Contagious visitor infects another visitor while waiting for or using the toilet facilities, either directly or by touching an infected surface	●	<ul style="list-style-type: none"> • Implement queuing area with social distancing, and with separate male & female queues where practicable • 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 strict cleaning regimen in accordance with the Victorian Governments Alpine Activities Guidelines for coronavirus (COVID-19) 	●	Nil
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Tobogganing

Context

- Mt Buller has 2 and Mt Stirling has 1 toboggan park
- Parks can attract large numbers of visitors at the same time, resulting in large groups in a relatively small area
- Toboggans are difficult to control and can result in people running into one another

Contagious visitor infects another visitor by coming into close proximity in a toboggan park	●	<ul style="list-style-type: none"> • Ban tobogganing in the early part of the season to allow phased startup • Implement session bookings and other controls before allowing tobogganing • Follow Tobogganing Guidelines 	●	Nil
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Events

Context

- The RMB delivers several events each season, which are designed to attract visitors to a single area in a large crowd
- Most of the events are outside

Contagious visitor infects another visitor by being in a crowd during an event	●	<ul style="list-style-type: none"> • Not considered possible to provide viable events while maintaining social distancing 	●	Do not provide any events
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TBJ Café

Context

- 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 café building	●	<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 • Implement entry controls at busier times • Implement strict cleaning regimen in accordance with the Victorian Governments Alpine Activities Guidelines for coronavirus (COVID-19) 	●	Nil
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Refuge Huts (Mt Stirling)

Context

- 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
- On snow self-contained camping is permitted in the Mt Stirling ski area
- Visitors use their own gear and equipment when camping on mountain

Contagious visitor infects another visitor while a hut	●	<ul style="list-style-type: none">• Restrict sleeping capacity in each hut to comply with 4m² p.p. requirement• Signs advising against people from different travelling parties sharing the same hut or using communal facilities at the same time• Signs advising self-contained campers that they cannot use communal facilities• Provide hand sanitiser, wipes and/or disinfectant in common areas for visitors to use to clean frequently touched surfaces	●	Nil
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Ski Patrol

Context

- Ski Patrol attends to incidents and accidents within the Mt Stirling ski area
- Ski Patrol building at Telephone Box Junction is used for treating or holding patients
- Where necessary, patients are transferred to a purpose-built Medical Centre where they are handed over to a contracted service provider for further treatment, or are transferred via ambulance to hospital

Contagious patient infects Ski Patroller during emergency response	●	<ul style="list-style-type: none">• Ski Patrollers to follow the COVID-19 procedures as documented by the Australian Ski Patrol Association• Ski Patrol building at Telephone Box Junction to have social distancing measures• Implement signs advising of maximum capacities & social distancing guides• Provide sanitiser at entrance• Maintain adequate supplies of PPE• Implement strict cleaning regimen in accordance with the Victorian Governments Alpine Activities Guidelines for coronavirus (COVID-19)	●	Nil
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Medical centre

Context

- While the prime purpose of the Mt Buller Medical Centre is to deal with injuries and trauma, it also offers GP services to staff and overnight guests
- Ambulance Victoria has dedicated facilities within the Mt Buller Medical Centre building, including garage for the ambulance and accommodation for crew
- Where necessary, critical patients are handed over to Ambulance Victoria and transferred via ambulance to hospital or to a Medivac helicopter

Contagious patient infects Medical Practitioners during emergency treatment	●	<ul style="list-style-type: none">• Install maximum capacity signs and instructions at point of entry, and implement capacity controls and social distancing controls within the waiting room• Question all patients as to whether they have COVID-19 symptoms, refuse entry to all positive responses who are non-critical and direct them to an approved testing facility• Wear full PPE when treating critical patients who have COVID-19 symptoms	●	Nil
Contagious patient infects Medical Practitioners during GP consultation	●	<ul style="list-style-type: none">• Recommend that people contact their own doctor for telephone based GP services, offer telephone based GP services if this cannot be achieved and provide face-to-face GP services as an absolute last resort• Question all patients as to whether they have COVID-19 symptoms, refuse entry to all positive responses and direct them to an approved testing facility	●	

Appendix 5 - Victorian Governments Alpine Activities Guidelines for coronavirus (COVID-19)

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

https://www2.delwp.vic.gov.au/coronaviruspubliclanduse/home/snow-skiing-and-snow-activity-on-public-land#toc_id_1_alpine

Appendix 6 - Capacity Calculators

These “calculators” will be used to manage capacity throughout the 2020 snow season. The actual capacities will vary, possibly on a daily basis, depending on the circumstances and COVID-19 restrictions that apply at that time. The numbers in these tables are therefore indicative as at 22 June 2020, based on assumed snow depth and lift operations, toboggan slopes having snow and being open, the intentions of food & beverage operators as understood at the time of writing, and the prevailing density quotient and other COVID-19 restrictions.

Service	Day / Overnight	Normal				COVID Restrictions			
		Capacity	Unit	Pax / unit	Pax / day	Capacity	Unit	Pax / unit	Pax / day
Ski area	Both	12,000	pax	1	12,000	6,834	pax	1	6,834
Toboggan Parks	Both	Unlimited	pax	1	Unlimited	28	30 mins	80	560
Car parking									
Day	Day	2,220	cars	2.9	6,438	1,456	cars	2.9	4,222
Overnight	Overnight	2,114	cars	2.9	6,131	2,114	cars	2.9	6,131
Bus	Bus	50	bus	50	2,500	0	Bus	0.0	0
Total	Both	4,384			15,069	3,570			10,353
Transport									
Carpark Shuttle	Day			pax / hour	1,920			pax / hour	1,008
Northside Chair	Day			pax / hour	1,960			pax / hour	980
Ride Share	Overnight			pax / hour	416			pax / hour	312
Village Shuttle	Overnight			pax / hour	240			pax / hour	0
Food & Beverage									
Dine in	Both	0	pax	1	0	316	2 seatings	pax	632
Takeaway	Both	0	per hour	1	0	727	3 hours	pax	2,181
Public space									
Inside / under cover	Day	369		pax				pax	461
Outside	Both	2,529		pax	Unlimited			pax	997
Emergency	Day			pax				pax	40
Total		2,898							1,498
Accommodation									

Mt Buller Capacity Calculator

Service	Day / Overnight	Normal				COVID Restrictions			
		Capacity	Unit	Pax / unit	Pax / day	Capacity	Unit	Pax / unit	Pax / day
Ski area	Both	Unlimited	pax	1	Unlimited	Unlimited	pax	1	Unlimited
Toboggan/Practise Slope	Day	Unlimited	pax	1	Unlimited	400	2 hours	1	100
Car parking	Day	105	cars	2.9	305	105	cars	2.9	305
Transport									
Stirling Experience	Day	22	pax	pax / hour	176	10	pax	pax / hour	80
Food & Beverage									
Dine in	Day	28	pax	6	168	13	1hr	6	78
Takeaway	Day	50	per hour	1	50	15	15 mins	24	360
Public space									
Inside	Both	162		pax	162	61		pax	61
Outside	Both	Unlimited		pax	Unlimited	250		pax	250
Total					Unlimited				311

Mt Stirling Capacity Calculator

Appendix 7 - Stakeholder Attestation

Each Stakeholder planning to open their premises to the public or provide services to the public during the 2020 snow season is required to have a COVID Safe Plan in accordance with the guidelines provided within this plan, and to provide an attestation to the Resort Management Board along the following lines:

Email to property@mtbuller.com.au

I, <insert name>, on behalf of <insert name of business or entity>, confirm that we have read and understood the Mt Buller & Mt Stirling Integrated COVID Safe Plan and associated guidelines, and that <insert name of business or entity> has implemented its own COVID Safe plan in accordance with these guidelines.