



FallsCreek
Resort Management

OPERATIONS SERVICE LEVEL MANUAL

4 JUNE 2018



Table of Contents

1. Introduction.....	1
1.1 Resort Overview.....	1
1.2 Document Purpose	2
1.3 Review Process	2
1.4 Reference Documents	2
2. FCRM Operations Overview	3
2.1 FCRM Operational Areas of Responsibility.....	3
2.2 Contacting FCRM.....	4
2.3 Work Request Portal	4
2.4 FCRM Operations Key Contact List.....	5
2.5 Other Responsible Parties	6
3. Year-Round Operations	7
3.1 Public Building Cleaning.....	7
3.2 Waste Management.....	8
3.2.1 Municipal Waste	8
3.2.2 Hard Waste.....	9
3.2.3 Green Waste	9
3.3 Ranger Services (Local Laws)	10
3.3.1 Parking	10
3.3.2 Dogs	11
3.3.3 Camping.....	11
3.3.4 Fires	12
3.4 Road Management	12
3.4.1 Tree / Rock Clearing Bogong High Plains Road	12
3.5 Mountain Bike and Walking Trails	13
3.6 Vegetation Management.....	13
3.6.1 Fire Season Preparation Weekend.....	14
3.7 Emergency Management	14
3.8 Water Supply	14
3.8.1 Water Quality	15
3.8.2 Water Supply Interruptions	15
3.9 Wastewater Treatment	16

3.9.1	Wastewater Treatment Interruptions	17
3.9.2	What NOT to put down the sewer!	17
3.10	Geotechnical Services and Stormwater	17
3.11	Event Support.....	18
3.12	Other Utilities.....	18
4.	Winter Only Operations	19
4.1	Car Parking.....	19
4.1.1	Day Carparking	19
4.1.2	Overnight Carparking	20
4.1.3	Late Arrivals	20
4.1.4	Staff, Resident and Stakeholder Parking	21
4.2	Village Transport Services	21
4.2.1	Village Shuttles	21
4.3	Accommodation Transport Service	22
4.3.1	Ticketing Processes	23
4.3.2	Village Taxi Service	24
4.4	Freight.....	24
4.4.1	Freight Operations.....	24
4.4.2	Freight Storage.....	25
4.4.3	Freight Terminal Access	25
4.4.4	Return of Goods.....	25
4.4.5	Lost Freight Items	26
4.4.6	Items Excluded from the Freight Service	26
4.5	Road Management - Winter.....	26
4.5.1	Snow Clearing – Roads and Carparks.....	26
4.5.2	Snow Clearing – Village Roads.....	27
4.5.3	Chain Fitting Requirements	27
4.6	Bogong High Plains Road Closure.....	29
4.7	Village Roads	29
4.7.1	Winter Village Access	29
4.7.2	Village Road Grooming.....	30
4.7.3	Snow Farming.....	31
4.7.4	Oversnow Vehicles.....	32
4.8	Cross Country Grooming	33

4.9 Public Areas Snow Removal	34
Appendix A – Falls Creek Village Waste Collection Layout	36
Appendix B – Falls Creek Village Carpark Layout.....	37
Appendix C – Falls Creek Village Shuttle Stop Locations	38
Appendix D – DOs and DON'Ts for Waste Collection Services.....	39



1. Introduction

Falls Creek Alpine Resort (Resort) is a major alpine tourist destination for the northeast region of Victoria.

The Resort consistently records in excess of 400,000 visitor days during the declared snow season, and approximately 200,000 visitor days throughout the remainder of the year (comprising a combination of visitor nights and passing traffic on the Bogong High Plains Road).

Falls Creek Resort Management (FCRM) is a statutory authority established under the *Alpine Resorts (Management) Act 1997*. FCRM is responsible for the development, management and promotion of Falls Creek Alpine Resort in accordance with the *Alpine Resort Management Regulations 2009*.

FCRM provides a range of services to the Resort designed to:

- i. enhance the guest experience to the Resort; and
- ii. support the commercial operation of the Resort

The Resort operates as a year round venue with significant investment in growing the summer season operations.

1.1 Resort Overview

Falls Creek Alpine Resort is located approximately 400km from Melbourne (130km south of Wodonga) in northeast Victoria. The Resort covers approximately 1535 hectares and ranges in altitude from 1200m to 1860m above mean sea level.

Falls Creek village is located at an approximate elevation between 1500m and 1600m. The village is typically snowbound for 30-80 days each declared snow season. The village stretches approximately 1.2km east/west and 800m north/south.

The Bogong High Plains Road (BHP Rd) is the only permanent public access road into the Resort. The road connects the Resort to Mount Beauty in the north and the Omeo Highway to the south. During the Declared Snow Season the road between the Resort and the Omeo Highway is closed and the only access to the Resort is via Mount Beauty.

Falls Creek has accommodation consisting of approximately 5,500 beds available within the village comprising approximately 25 commercial lodges, 35 buildings incorporating flats and apartments, 29 ski clubs and various functional, retail/services and community/infrastructure buildings (such as the FCRM office, public shelters, plant areas and emergency services buildings).

All roads within the village precinct operate to allow two-way passage of vehicles, although the road network contains numerous steep and narrow intersections. During winter roads are closed in accordance with the documented procedure, providing a ski in/ski out



product during periods of sufficient snow.

There are approximately 1800 car parks within the Resort. The majority of these parks are located adjacent to the village precinct on BHP Rd, although approximately 350 overnight and staff car parks are located in parking bays along the 4.3 km stretch of BHP Rd between the village and Howman's Gap.

Authorised commercial operators are permitted to bring a vehicle into the village during such times when the village is closed to regular traffic but there is no snow on the village roads. Additionally commercial operators are able to use snow mobiles or similar oversnow vehicles under permit to conduct their businesses when the village is snowbound.

1.2 Document Purpose

The Falls Creek Resort Management Operations Service Level Manual has been developed to inform stakeholders and business operators of the level of service for the numerous services and functions provided by the FCRM Infrastructure & Mountain Response group throughout the year.

The document focuses specifically on operational matters and does not include details of other FCRM functional areas including Corporate Services, Economic Development, Marketing, Property & Leasing or Environmental Management.

The information provided is for Information Only and does not form part of any contract agreement with any entity within the Resort or acting on behalf of FCRM. FCRM has attempted to provide as much detail as possible and to ensure it is correct, however there is no warranty on the information provided. Should changes be required to the document this will be communicated to the village.

1.3 Review Process

Formal review will be undertaken on annual basis with the document revised accordingly.

FCRM also welcomes review from impacted stakeholders to ensure the services provided are appropriate for the Resort.

1.4 Reference Documents

The following documents should be read in conjunction with this document and are referenced in various sections. All documents are available via the FCRM website under the Corporate link.

- Falls Creek Municipal Emergency Management Plan
- FCRM Snowmobile Manual
- FCRM Operational Policy OP4.6 – Oversnow Vehicles
- FCRM Operational Policy OP4.9 – Resort Entry
- FCRM Operational Policy OP4.10 – Village Access
- FCRM Dog Policy



2. FCRM Operations Overview

2.1 FCRM Operational Areas of Responsibility

In many ways Falls Creek Resort Management performs similar operational functions as a municipal council in the services it provides to the various stakeholders, residents, lodge owners and businesses within the resort area.

FCRM Operations Services

The FCRM Infrastructure group is responsible for the following:

- Potable water supply (including fire hydrants)
- Wastewater collection and treatment
- Municipal waste collection and transfer
- Provision, maintenance and cleaning of public toilets and buildings
- Ranger services to the Resort area
- Road management and maintenance for all roads in the Resort except Bogong High Plains Road.
- Vegetation management associated with fire management or infrastructure management
- Emergency Management
- Transport services in the village during winter
- Freight delivery services in the village during winter
- Snow clearing and snow farming
- XC and village road grooming
- Public car parking for resort guests and visitors
- Geotechnical risk monitoring and public area works
- Stormwater management
- Tracks and trails provision and maintenance including preparation of trails for winter sports.

Each of these areas is expanded in detail in the following sections of the document.

Other FCRM Services

Other services provided by FCRM are listed below. These are not specifically addressed by this document; however please contact FCRM if you require further information:

- Childcare centre
- Community gym
- Business licenses
- Site leasing
- Environmental management
- Destination marketing
- Event management
- Visitor information and guest services
- Resort entry
- Planning support (FCRM is a Referral Authority for all planning applications made in the Resort)
- Ski Patrol



2.2 Contacting FCRM

The FCRM Administration Office can be contacted on **(03) 5758 1200**.

During the Declared Snow Season, the normal business hours of the FCRM Administration Office are from;

- 8:00am to 5:00pm Monday to Sunday

Otherwise, the normal business hours of the FCRM Administration Office are from;

- 9:00am to 5:00pm Monday to Friday
- 10:00am to 3:00pm Saturday and Sunday (select busy periods only)

For all after hours maintenance requests, please use the work request portal on the FCRM website (refer to Section 2.3 below)

Outside of business hours follow the prompts on the messaging service, including for urgent items related to FCRM infrastructure.

For life threatening emergencies dial 000.

2.3 Work/Service Request Portal

FCRM encourages use of the purpose designed Work Request system.

Work requests can be lodged for any resort owned asset that requires maintenance or urgent operational attention. Please do not log work requests for business or privately-owned assets – these are a matter for individual stakeholders.

To log a request for works please refer to the following weblink:

<https://corporate.fallscreek.com.au/>

Then click the drop-down list in Infrastructure & Mountain Response.



Follow the prompts on the submission form.

Work requests have the ability to include images and FCRM encourages the use of this feature to provide a more detailed understanding of the request.

Once submitted, an email is auto forwarded to the person making the request advising them that their request has been logged within the system. A number will be allocated to each request upon its submission. The works request is logged within the FCRM Asset Management database. The request is reviewed within 24 hrs and will be allocated for action by the FCRM Asset & Services Manager. If further information is required, the FCRM Asset & Services Manager will contact you directly.

Once the works have been completed an email will be sent to the person who originally submitted the request advising them of this status.

2.4 FCRM Operations Key Contact List

Position	Name	Contact Number	Email
Director of Infrastructure & Mountain Response	Callum Brown	0423 603 636	callumbrown@falls creek.com.au
Asset & Services Manager	Rachael Gadd	0419 658 044	rachaelgadd@falls creek.com.au
Ski Patrol & Risk Manager	Matt O'Keeffe	0427 114 614	mattokeeffe@falls creek.com.au
Capital & Utilities Manager	Fred Weir	0410 446 219	fredweir@falls creek.com.au
Winter Services Co-ordinator	Geoff Sorensen	0408 393 496	geoffreysorensen@falls creek.com.au
Ski Patrol Base		03 5758 3502	mattokeeffe@falls creek.com.au
Transport/Freight Services (Winter)		03 5758 1203	paddy@4sitefalls creek.com.au
Waste Collection		03 5758 1203 0427 411 415 (truck)	paddy@4sitefalls creek.com.au



2.5 Other Responsible Parties

The following organisations manage all aspects of the below services/infrastructure. FCRM is not responsible for any aspect of their service delivery, however are able to facilitate contact with these organisations if necessary.

Service	Authority	Contact No.
Electricity	Ausnet Services	131 799
Gas	Elgas	131 161
Telecommunications	Telstra Vodafone Optus	132 200 1300 300 404 131 344
Planning	DELWP	03 9208 3333
Bogong High Plains Road	Vicroads	131 170 (traffic incidents)
Alpine National Park	Parks Victoria	131 963
Medical Services	Falls Creek Medical Centre Mount Beauty Medical Centre Mount Beauty Hospital	03 5758 3238 03 5754 3400 03 5754 3500
Ski Field Infrastructure & Activities	Falls Creek Ski Lifts	03 5758 1000
Howmans Gap Alpine Centre	YMCA	03 5758 3228
Road Side Assistance	RACV	131 111
Falls Creek Primary School	Dept of Education and Training (DET)	03 5758 3311
Service	Provider	Contact No.
Hydroelectric Infrastructure	AGL	131 245
BHP Road maintenance in the Alpine National Park	Alpine Shire	03 5755 0555
TV Reception	Vision Antenna & Tech Services Foxtel	0427 129 676 131 999



3. Year-Round Operations

3.1 Public Building Cleaning

Public Building Cleaning refers to the cleaning of the public day shelters and the public amenities within the Resort. The facilities and the cleaning schedule for the winter snow season and rest of the year are listed in the table below and the standard of cleaning will be befitting a contemporary tourist destination.

Any concerns regarding the standard of cleaning should be directed to FCRM or the Works Request Portal.

Facility	Cleaning Frequency Winter	Cleaning Frequency Summer
FCRM Admin Day Shelter	Daily	4 times per week
FCRM Day Shelter Toilets	Daily	4 time per week
St Falls East Toilets	Twice Daily	4 times per week
St Falls West Toilets	Twice Daily	4 times per week
Gully/ Gateway Day Shelter	Daily (Easy Eats)	Daily when in operation (Easy Eats)
Gully/ Gateway Toilets	Daily	4 times per week
Village Bowl Toilets	Daily	4 times per week
Lorna Dunkley Day Shelter	As required	N/A – Closed
Mt McKay Day Shelter	As required	As required
Observation Deck Toilets	Weekly	Weekly
Windy Corner Day Shelter & Toilets	Daily (YMCA)	N/A – Closed

Additional cleaning services for events will be scheduled per the event requirements.

Please note the YMCA has responsibility for the cleaning of the Windy Corner Day Shelter during the winter snow season. However, any complaints or comments should be directed to the FCRM Works Request System for resolution (refer to contact directory for contact details).



3.2 Waste Management

3.2.1 Municipal Waste

A municipal landfill, recyclable and organic waste collection service is provided to the Falls Creek Village with waste collection points located throughout the village at the locations shown on the map in Appendix A. Stakeholders are asked to separate all organic materials and recycling from the waste and place in the appropriate bins/bags at the collection points.

Stakeholders and businesses should use the large garbage huts for disposal of waste at all times. Public rubbish bins are not to be used for this purpose. Please notify FCRM as soon as possible regarding incorrect operation or damage to the garbage huts.

Plastic garbage bags are provided by FCRM for the use of stakeholders and business operators to separate and dispose of their waste.

- Large clear bags are provided for recyclable materials.
- Small clear bags can be used for organic waste (2 sizes available).
- Large black bags are provided for waste to go to landfill.

Additional bags can be obtained by contacting Waste Collection during business hours (refer to Section 2.4).

General landfill waste material includes all residential and commercial non-hazardous waste suitable for disposal at municipal centres.

Please separate all recyclable and organic material and ensure all fats and oils are decanted into a solid container prior to disposal. Falls Creek is part of the award winning Living Bin program – please do your part to ensure that organic material is separated from the general waste stream. Please contact FCRM if you require more information.

Stakeholders are reminded to familiarise themselves with what is acceptable to put out for waste collection. A copy of the Dos and Don'ts for waste disposal is attached to this document in Appendix D, including the Living Bin organics program.

Contact FCRM if you are unsure of appropriate disposal methods for any items.

The following items are not to be disposed as part of the waste collection process:

- **Chemicals including cleaning chemicals**
- **Asbestos or other hazardous materials**
- **Biohazardous items including sharps**
- **Building/construction waste material**
- **Batteries**

FCRM are happy to assist stakeholders contact relevant disposal authorities for disposal of the above items.



The waste collection service in the Falls Creek Village is contracted by FCRM to 4Site Australia. If stakeholders find the waste collection points are at capacity when delivering their waste, they are requested to contact the FCRM office during normal work hours and/or use the Works Request System per Section 2.3. Refer also to Waste Collection contacts also listed in Section 2.4.

During the year the collection service is as follows:

- Winter: Daily
- Summer: 3 days per week (Mon/Wed/Fri)

Additionally, during event weekends in summer waste collection will be increased to meet the requirements of the event.

3.2.2 Hard Waste

FCRM offers stakeholders two opportunities to dispose of general domestic hard waste items as part of the leaseholder's annual services payment. The dates for the hard waste collection are;

- **The first Wednesday after the Melbourne Cup public holiday in November and,**
- **The first Monday following ANZAC day public holiday in April.**

Outside of the Declared Snow Season, stakeholders may request additional hard waste collections that will be at the stakeholders cost. To obtain a quote and to arrange an additional hard waste collection, contact the FCRM office during office hours.

Stakeholders are reminded to familiarise themselves with what is acceptable to put out with the hard waste collection. A copy of the Dos and Don'ts for hardwaste is attached to this document in Appendix D.

This collection service does not include bulk disposal of commercial items (for example hire skis and boots turnover). FCRM disposal of these items will be at the stakeholders cost.

3.2.3 Green Waste

FCRM offers stakeholders a monthly service to collect green waste from their site.

Green waste will be collected on the last week of each the following months;

- November
- December
- January
- February
- March

Stakeholders will need to place their green waste in two piles at the front of their premises.

There should be one pile of native green waste and one pile of all other green waste.



The native green waste will be mulched and redistributed within the village as required. The non-native waste will be transported off the hill and disposed.

Collection of green waste relates only to 'clean-up' of sites and excludes bulk removal of vegetation including tree removal. FCRM reserves the right to recover costs associated with excessive green waste volumes.

From time to time, mulch may become available to site holders within the village. FCRM will communicate this with the village as required. Please note that FCRM will prioritise distribution of mulch on areas of high environmental value and/or recent works that require re-vegetation.

3.3 Ranger Services (Local Laws)

FCRM Ranger services primarily deals with the following issues:

- Resort Entry
- Parking
- Domestic Animals
- Camping
- Fires
- Oversnow permits

All enforcement activities are in accordance with various Acts and Regulations within the State of Victoria including, but not limited to the *Road Safety Act 1986*, *Domestic (Feral and Nuisance) Animals Act 1994* and the *Alpine Resorts (Management) Act 1997* and any associated Regulations.

In addition to the statutory requirements, ranger services also enforce the specific Falls Creek Alpine Resort Management Policy requirements for Oversnow Vehicles, Dogs, Resort Entry and Village Access. This occurs periodically throughout the year.

3.3.1 Parking

Parking requirements will be enforced in accordance with the signed requirements in each location.

Penalties for incorrect parking are in accordance with the above regulations. All parking infringements include photographs.

Should you wish to contest a parking fine please follow the directions on the infringement notice.

It is particularly important for stakeholders to ensure that at no time are vehicles to be parked obstructing access to the fire hydrants or garbage huts in the village.

For specific parking allocations in winter please refer to Section 4.1.



3.3.2 Dogs

A person wishing to bring and keep a dog at Falls Creek must obtain a signed valid authority (permit) to do so, in accordance with the policy for dogs in Resort. A copy of the policy can be accessed from the FCRM website (<https://corporate.fallscreek.com.au/environment>).

A requirement for an authority does not apply to a person who:

- Is visually impaired and is using that dog as a guide dog; or
- Is transporting a dog through the resort in a vehicle.

As per the policy if a dog is found in breach of the Conditions of Authority

- it may be removed from the Resort and transported to a pound; and
- the permit may be revoked; and
- on-the-spot fines of up to 3 penalty units may be issued to the dog owner / keeper / controller at the time of the violation of the Authority.

Penalties may also be applied for dogs found at large, attack by dog and dogs creating a nuisance under the *Domestic (Feral and Nuisance) Animals Act 1994*.

A dog owner / keeper / controller found in violation of the Conditions of Authority on three occasions, for either the same or different Conditions of Authority, will have the permit revoked and the dog will be removed from the Resort. The owner / keeper / controller will not be issued with an Authority to keep a dog in the Resort thereafter.

A dog attack will result in the immediate revocation of the Authority to keep a dog in the Resort and the dog will be immediately removed from the Resort and impounded under the *Domestic (Feral and Nuisance) Animals Act 1994*.

Dog owners are liable for all costs associated with the capture, removal, impoundment and release of dogs found in violation of the Authority.

Dogs removed from the resort will be transported and deposited at the Alpine Shire dog pound in Bright.

Please refer to the policy for off-lead and prohibited areas for dogs in the Resort.

All other pets are prohibited from entering the Resort without a specific Authority from FCRM in accordance with the *Alpine Resorts (Management) Regulations 2009*.

3.3.3 Camping

There is no camping permitted within the Resort, including use of RVs or similar in carpark areas.

As such there are no camping grounds or designated caravan bays within the Resort. The nearest caravan park is located in Mount Beauty and Tawonga.



There are numerous camping opportunities within the Bogong High Plains and the Alpine National Park. Contact should be made with Parks Victoria to obtain the required camping permits.

3.3.4 Fires

External fires cannot be lit within the Resort unless FCRM have issued the appropriate permit. Please contact FCRM for assistance.

Fires cannot be lit during the fire season as declared each year by the Chief Fire Officer of the CFA. Details of the Declared Fire Season for Falls Creek can be found on the CFA website (www.cfa.gov.vic.au)

3.4 Road Management

The responsibility for the management of roads around the Falls Creek Alpine Resort is defined by the *Road Management Act 2004* and by agreements between road managers and asset owners.

The Bogong High Plains (BHP) Road from Mt Beauty to the Rocky Valley Dam Wall is primarily the responsibility of VicRoads with assistance from FCRM for certain maintenance and clearing activities during winter only.

The section of the BHP Road over the Rocky Valley Dam wall is owned and maintained by AGL and the Alpine Shire is responsible for the maintenance of the of the road beyond the dam wall to the boundary with the East Gippsland Shire.

Roads other than the BHP Road within the Falls Creek Alpine Resort are maintained by FCRM or Falls Creek Ski Lifts (FCSL) in accordance with its obligations as the management authority. Any problems with the Resort road network should be reported to FCRM Work Request Portal.

For details regarding snow management of Resort roads please refer to Section 4.

3.4.1 Tree / Rock Clearing Bogong High Plains Road

FCRM will respond to a reported fallen tree or debris over a road occurring inside the resort boundary within 1 hour. Trees and debris will be assessed and removed by FCRM personnel where it is safe to do so and within the ability of the resources located on the mountain.

Removal of trees/debris with the Resort boundary will be undertaken by FCRM. Additionally FCRM has a contractual relationship with VicRoads in relation to removal of trees/debris on the Bogong High Plains Road from the Resort entry to the bridge over the Pretty Valley branch of the Kiewa River. Should the need arise to gain additional resources to assist in the removal of trees or debris FCRM can access resources through VicRoads or their contractors.

In any case of a tree or debris being found on or across the road, please ring the FCRM on 5758 1200 (including after hours) and/or VicRoads Traffic Incident Centre on 131 170.



3.5 Mountain Bike and Walking Trails

Falls Creek Alpine Resort has extensive mountain bike (MTB) and walking trail networks. There is now over 40km of dedicated single track MTB trail will be available for use, covering a range of ability levels (please contact FCRM for trail maps or refer to www.fallsuserguide.com). These trails have a trail maintenance plan to ensure the product is in the best possible condition at all times.

The mountain bike and walking trail network around the Resort will close during May and re-open once inspection and remedial works have been undertaken at the conclusion of the Declared Snow Season.

Generally trails will be inspected:

- At the end of the Declared Snow Season
- Weekly throughout the summer season
- After every severe storm event when safe to do so

Trails will be closed;

- By May dependent on weather and trail conditions.
- When a severe weather warning has been issued by the Bureau of Meteorology for alpine areas.
- When a CODE RED fire hazard day has been declared for the Northeast Region.
- When maintenance is required.

Trails deemed to be closed will have 'TRAIL CLOSED' signs at the trail head. Some storm events can see trails closed for several days (in particular the Packhorse Heritage Trail or Flowtown).

To protect the native vegetation around the Resort from the spread of weeds, a bikewash station has been installed at the Village Bike Hub (Slalom North Carpark). This will be in operation over the period the mountain bike trails are open. Riders will be encouraged to spray down their bikes (specifically their wheels) prior to entering the trail network to assist FCRM manage the spread of weeds in the Resort.

3.6 Vegetation Management

As the Land Management Authority for the Falls Creek Alpine Resort, FCRM has responsibility for all weed management and fuel load management activities on public lands within the resort.

Each year FCRM will review the fuel load within the village and around critical infrastructure to determine what treatments are required to mitigate risk to the village in the event of a bushfire. This review will be completed by the end of October each year with a works plans being developed in conjunction with the local CFA brigade. This plan will be implemented throughout the summer.



For weed management in public land areas, FCRM will work with both DELWP and Parks Victoria in the development and implementation of the seasonal weed management plan. Please note vegetation and weed management within leasehold areas is the responsibility of the Leasee and FCRM expects stakeholder compliance with the overall program.

Stakeholders will be notified in writing each November/December regarding the requirements for vegetation or weeds management within their site. Failure to comply with this notice within the prescribed timeframe may result in FCRM completing the works and charging all associated costs with the works back to the head lease of the site. Additionally the CFA may issue infringement notices to any non-compliant stakeholders under the CFA Act 1958.

It is vitally important that all Stakeholders manage vegetation around their properties to minimise the overall risk of fire propagation within the village area. FCRM and the CFA can provide advice on the best means to prepare your site for the coming summer season.

3.6.1 Fire Season Preparation Weekend

In conjunction with the local CFA brigade, FCRM will hold a Fire Preparation Weekend annually on the first weekend of December. This will focus on the provision of the following:

- Completion of rubbish and vegetation removal from stakeholder sites
- Provision of fire management advice from the CFA
- Ensuring village fire access is appropriate to all properties

3.7 Emergency Management

Falls Creek Resort Management is a support agency to emergency control agencies such as Victoria Police, CFA and SES in the event of an emergency. FCRM provides support through planning/preparation and the provision of resources to emergency response, relief and recovery functions both during and after an event. These responsibilities are set out in the Falls Creek Municipal Emergency Management Plan (MEMP) which can be viewed on the FCRM website under the Corporate link.

The Falls Creek Municipal Fire Management Plan (MFMP) is a subplan within the MEMP and contains actions that lodge and business owners should include in their own emergency management plans to facilitate effective communications with FCRM during a bushfire event. This document is also available via the website.

All stakeholders are reminded that '000' is still the first point of contact for a life threatening emergency.

3.8 Water Supply

Falls Creek Resort Management is responsible for the treatment and reticulated supply of potable water to the Falls Creek Village. The potable water supply is currently sourced from both a local groundwater supply and the Rocky Valley Dam and is treated to meet the standards of *Australian Safe Drinking Water Regulations (2015)*.



FCRM responsibility is supply to the isolation valve at each property. All infrastructure downstream of this point is the responsibility of the stakeholder or business operator.

Village water is sourced from a groundwater bore and Rocky Valley Lake with specific treatment in place to mitigate pH and sanitise the supply prior to consumption.

The total capacity of our water storages is approximately 3.0 ML. This water is used for all village potable water consumption as well as our firefighting hydrants within the village.

Additionally FCRM has the ability to source water via the FCSL snow making infrastructure for large capacity supply requirements such as a fire event.

From the storage tanks the water is treated by ultraviolet light disinfection before being gravity feed into the village mains network.

The village peak usage during winter is approximately 1.1 ML/day per day dropping to 0.2 ML/day over the summer period.

3.8.1 Water Quality

In overall terms the potable water quality for Falls Creek Village is exceptional and has very low risk of contamination due to the source water location. Supply during the summer months is exclusively from the ground water bore which has very high purity levels and is not impacted by the summer stratification events experienced by the lake.

During winter, supply is supplemented by water from the lake due to increased demand.

FCRM is currently examining an additional groundwater supply to reduce reliance on the lake even further.

FCRM also undertakes the following key management activities on the water supply network:

- Six monthly chlorine dosing for control of network biofilm; and
- A rolling 5-year network scouring and assessment program as required

Prior to undertaking these activities FCRM will notify the village of impacted areas.

3.8.2 Water Supply Interruptions

The majority of supply interruptions to the water supply relate to burst water mains.

In normal conditions, FCRM will respond to a reported leak immediately and where possible:

- Repair/mitigate identified leaks in 24 hrs



The weather conditions at Falls Creek can be severe at times and occupational health and safety considerations may influence the response time to rectify a fault in the system that interrupts the service to a lodge or lodges. In these situations, FCRM will endeavor to restore service as soon as circumstances allow.

FCRM has a number of redundant systems in place for the water treatment process. In the unlikely event of a breakdown in the water treatment process, water supply will be maintained where possible and boil water notices may be issued in accordance with Department of Health & Human Services (DHHS) guidelines. FCRM will advise Stakeholders via email and the Falls Creek SMS system.

Water supply interruptions may also occur in the event of a fire event in the village (bushfire or structure fire). The requirement for substantial water supply to mitigate such an event is likely to affect pressure and flow to the upper areas of the village.

All leasehold faults downstream of the isolation valve should be directed to a suitably qualified plumbing contractor by the stakeholder.

Connection of new services or upgrade to existing services requires approval by FCRM – please contact the office on 5758 1200 during business hours.

3.9 Wastewater Treatment

Falls Creek Resort Management is responsible for the collection and treatment of wastewater generated within Falls Creek Village. FCRM responsibility for wastewater generated within Falls Creek Village starts at the leasehold boundary and ends where the treated water discharges into the environment. All infrastructure upstream of the leasehold boundary is the responsibility of the Stakeholder or business operator. Connection to the network requires all premises to be compliant to Australian Standards – FCRM may audit this from time to time.

FCRM operates a wastewater treatment plant (WWTP) that is situated below the BHP Road and discharges treated water to a Rocky Valley Creek tributary.

The collection system is via a gravity pipe network with the exception of discharges from the Gully Day Shelter and Gebis which are pumped part way to the treatment plant.

All influent goes through a number of stages before being discharged. Non-biodegradable solids (plastics etc) are removed first before the influent enters one of our two treatment tanks. The influent goes through an aerobic digestion process which effectively separates and breaks down the solids from the water. This water flows through a settling tank before being treated to remove any remaining e-coli. The biosolids are pumped into holding tank before being dewatered and then disposed off the mountain.

During the winter season, it is typical for the waste water treatment plant to process up to 1 ML of waste water per day. In summer this can reduce to 100 kL per day during low periods.



FCRM have undertaken an expansive upgrade of the treatment process over the past three years. This has included additional processing capacity, control system upgrades and tank refurbishment. The plant now has a fully redundant processing pathway to ensure system reliability during peak periods.

3.9.1 Wastewater Treatment Interruptions

The majority of supply interruptions to the wastewater treatment relate to a blocked sewer pipe/pit.

In normal conditions, FCRM will respond to a reported issue immediately and where possible:

- Repair/mitigate blockages or infrastructure damage in 24 hrs

Where there is a breakdown in the wastewater treatment process, alternate arrangements to manage wastewater generated by the resort will be put into place if possible, noting this is unlikely given the current system redundancy.

If alternate arrangements cannot be implemented, the Falls Creek Municipal Emergency Management Plan will be activated.

3.9.2 What NOT to put down the sewer!

The aerobic process is a complex one that requires constant monitoring and precise balancing of various factors to ensure that the process is sustainable and efficient. There are several items that will severely impact this process.

FCRM requests that the following items are not disposed down the sewer drains:

- Any petrochemicals (Petrol, Turps, Thinners etc)
- Any Chemicals (Bleach, Sulphates, Pool Chlorine)
- Any Plastics, Nappies, Sanity Napkins, Condoms
- Any Cooking Oils or Fats

All spas and pools can be drained into the sewer network, but only with prior consent from FCRM – please contact FCRM Capital & Utilities Manager prior to undertaking this activity so that allowances can be made within the plant to accommodate the chlorinated water supply.

Large chemical release into the system has the ability to shut down all treatment operations which is a major impact on the village.

3.10 Geotechnical Services and Stormwater

Part of the FCRM responsibility for land management in the Resort includes monitoring the risk of land slip within the village area. This is achieved by an extensive monitoring program largely using horizontal drains at approximately 120 separate locations.

These drains are monitored regularly throughout the year to provide a profile of water movement throughout the subterranean landscape.



As a result of this data collection, FCRM are able to prioritise key risk mitigation projects, particularly in relation to stormwater management and retaining wall development/upgrades.

The stormwater system is directed into the numerous creek systems through the village area and includes large interceptor traps in key locations to mitigate environmental issues from run-off contamination.

Sites are generally provided with a legal point of discharge (normally a pit) in the event that specific stormwater management is required in addition to surface run-off. FCRM are responsible for maintaining all stormwater infrastructure from the pit connection point downstream.

Stormwater infrastructure associated with public and FCRM access roads is also the responsibility of FCRM throughout the Resort.

3.11 Event Support

FCRM is committed to ensuring all stakeholder events are conducted in a safe and environmentally conscious manner.

Any stakeholders wishing to conduct an event outside of their immediate premises should make prior contact with FCRM if they require additional rubbish bins or collections.

A range of bins can be located around the event grounds prior to the event and then collected at the event's conclusion.

Stakeholders are reminded that it is their responsibility to ensure that any event space is left free of any rubbish. FCRM will not collect rubbish left on the ground as a result of the event. If the need does arise where rubbish must be collected and disposed, the costs associated with its collection will be charged back to the event organisers.

Any and all other requests for event support should be forwarded to the FCRM Office during business hours.

3.12 Other Utilities

All other utilities and responsibilities are contained in Section 2.5.

Where issues arise affecting the village or a number of Stakeholders, FCRM can assist in facilitating the necessary response from utility suppliers.



4. Winter Only Operations

4.1 Car Parking

All vehicles parked in the Falls Creek Alpine Resort during the snow season must display a valid Resort Entry or Parking permit. Daily sweeps of car parking areas will be undertaken to check the validity of parking permits. Where possible vehicles parked in an incorrect location will be contacted to resolve the issue as soon as possible. Where action is not taken by the owner to resolve compliance in a reasonable timeframe an infringement notice will subsequently be issued.

Non-compliance with Resort Entry Permits or signed No Standing or Disabled Parking zones will receive an immediate infringement.

Car parking accommodates day, overnight, staff and business owner parking requirements. Please refer to the current Falls Creek Carparking Layout in Appendix B.

Disabled parking is located adjacent to the FCRM Administration building on BHP Rd and adjacent to the access ramp below Slalom Plaza.

4.1.1 Day Carparking

Falls Creek has three nominated day carparks in addition to parking along Bogong High Plains Road. These day carparks are known as; Gully, Slalom North and Windy Corner carparks.

These carparks are located ideally for each of the snow activities offered at Falls Creek.

- Gully Carpark offers direct access to the Village Bowl where visitors can enjoy snowplay activities or ride the Summit and Eagle chairs to access the alpine skifields. This carpark has the Gateway Day Shelter located just across the road from the carpark. This shelter provides toilets, showers and a café throughout the winter months.
- Slalom North Carpark provides visitors with direct access to the Falls Express ski lift and the ski school located at Cloud 9. Toilets, showers, retail and cafés are located within the St Falls complex as well as the FCRM administration and visitor information centre also located just opposite the carpark.
- Windy Corner Carpark provides access to the cross country ski trails and the toboggan slope. This carpark is also serviced by a day shelter with toilets, showers and a café.

For all day carparking, drivers will normally be required to self park in any one of the nominated day carparks. During bad weather, events or busy weekends carparking staff will assist/manage day parking as required.



4.1.2 Overnight Carparking

Visitors arriving at Falls Creek for more than one day will need to park as directed by the carparking staff. All overnight visitors will need to first stop at the Accommodation Transfer Service (ATS) building on Bogong High Plains Road. Visitors are invited to unload all of their luggage and passengers at this building. From here, the driver will be directed to move their vehicle to a staging location as directed by the carparking attendant from where they will be taken to one of three designated overnight carparking areas.

Alternatively, for accommodation with access from BHP Rd, drivers may park in any ½ hour zone for unloading before parking in overnight parking as advised by the parking attendant.

Car parking assistance operates during the normal operating hours for the ATS (refer to Section 4.3). Once parked, drivers will be returned to the ATS building on a free shuttle (or to another location on BHP Rd as advised).

Upon their departure from the resort, the driver will again be transported to their vehicles via the free shuttle transport service which leaves from the ATS building only.

Falls Creek has three designated overnight car parks within the resort. These are;

- Lower Slalom
- Lower Windy Corner
- Bogong High Plains Road (below the village)

Lower Slalom or Lower Windy Carpark is also the location for all stakeholders and residents within the village to park their vehicles per the signed areas – refer to Section 4.1.4.

Please ensure visitors are reminded they should raise their wipers off the windscreen and not to leave any valuables in the vehicle.

4.1.3 Late Arrivals

To service visitors arriving after ATS operating hours, a late night arrival parking area is provided for vehicles arriving at the Resort outside normal operating hours of the ATS (refer to Section 4.3). There are two signed locations for Late Arrivals – please refer to the layout in Appendix B. Visitors will need to register vehicle details by leaving a message on the 'Late Arrivals' messaging service.

The Late Arrivals phone number is 5758 1203 - follow the prompts.

Visitors will need to obtain a valid parking permit and relocate car from 'Late Arrivals' area to a carpark area by 10.00am on the morning following arrival. Failure to follow the procedure may see an infringement notice issued.

These details are also contained on the village information sign outside the ATS at Falls Creek Rd which will remain lit at all times.



4.1.4 Staff, Resident and Stakeholder Parking

Staff working within the resort during winter have the ability to park in two different locations. The first parking area is located on the north side of Bogong High Plains Roads between the bus parking area and Lower Windy Corner overnight carpark (refer to Appendix B). This carpark is designed for staff that are coming and going during the day. It is not an overnight carpark for staff. Overnight parking for staff and residents is available in Lower Windy Carpark or BHP Rd only – no parking is permitted in Lower Slalom.

Additionally, a second staff carparking area is located on Road 24 at Howmans Gap. This carpark is free for staff to park their vehicles overnight or for extended periods of time, subject to obtaining a permit from FCRM.

A shuttle is available to/from Road 24 per Section 4.2.1.

Stakeholders with red permits only are permitted to park along the southern batter of Lower Slalom overnight carpark as signed. Stakeholders must display the appropriate permit on their vehicle and park in the designated area only.

4.2 Village Transport Services

4.2.1 Village Shuttles

All village shuttle services are complimentary and are for transporting guests around the village on pre-defined routes. It is designed for passengers only (with skis/snowboards), not for guests carrying luggage to accommodation.

With all shuttle services within the Falls Creek Village area, the shuttle operating staff have the right to prioritise guests based on age, mobility and family situation. **Importantly all guests have priority over staff working in the resort.**

All shuttle vehicles are installed with GPS units and cameras to assist with documentation and management of any incidents including near misses during operation. Additionally shuttle stop locations at Slalom Plaza (Stop 1), Winterhaven Corner (Stop 3), Village Bowl (Stop 5), Parallel St (Stop 6), Gully Carpark (Stop A) and Windy Corner Carpark (Stop D) have Queue Management Camera systems allowing both drivers and dispatch at ATS to monitor service level requirements at these locations. Please refer to Appendix C for the shuttle stop location map.

FCRM reserves the right to suspend services at any time due to safety reasons. FCRM will advise stakeholders of any such suspension.

Intra Village Services

The Village Shuttle operates on a nominal 20 minute cycle to minimise wait times as far as possible. Village Shuttles can be either oversnow vehicles or wheeled vehicles depending on the village roads status. They are all signed as 'Village Shuttle'.



The Village Shuttle service commences at 8:00am each morning and the last shuttle is at 5:30pm. The service will be extended until 9:00pm on nights where the Resort operates night skiing.

Additional delays may be experienced on Sundays during peak season as the tracked oversnow vehicles are prioritised for ATS operations.

BHP Rd Services

The Bogong High Plains Road Shuttle transports guests between pre-defined locations on BHP Road between the Gully Precinct and Windy Corner.

The BHP Road Shuttle operates on a nominal 15 minute cycle, depending on service demand. The numbers of vehicles will be activated based on this criterion.

The BHP Road Shuttle service commences at 8:00am each morning and the last shuttle is at 5:30pm.

Road 24 Services

A shuttle bus will depart from the ATS Terminal at 8:00am, 12:00pm and 5:30pm to transport Resort staff to and from the Road 24 Staff Car Park area.

In order to use this service, staff identification will be required.

4.3 Accommodation Transport Service

The Accommodation Transport Service (ATS) transports guests between their accommodation and the ATS Terminal on BHP Road when the village roads are closed to regular traffic. The ATS operates under a user-pays model.

The ATS will become operational under the following conditions:

1. The village roads are assessed by FCRM as not suitable for wheeled traffic to safely operate.
2. From 8am Thursday prior to the Victorian School Holidays to 10pm Monday after the 2nd weekend in September.

The service is available from the ATS Terminal between the minimum hours shown in the table below. The service may be extended to accommodate additional demand during peak periods.

Day	Time
Saturday - Thursday	8:00am – 10:00pm
Friday	8:00am – Midnight



Arrival and departure at the ATS will be managed by a Guest Services attendant who will direct guests as required.

While the target maximum wait time is 30 minutes, periods of high demand such as on Sundays or inclement weather may see this increase. FCRM is monitoring wait time performance to develop service improvement initiatives.

A complimentary Car Parking Service operating out of the ATS Terminal, transports overnight guests to and from their vehicles upon arrival to, and departure from the Resort. This service escorts incoming guests to an appropriate car park and then transports the vehicle driver back to the ATS Terminal or other appropriate location on BHP Road. This service will operate as demand requires.

ATS Staff have the right to prioritise guests based on age, mobility and family situation and guests have priority over staff working in the resort at all times.

Periodically conditions in the village can become unsafe for service operation. FCRM reserves the right to suspend services at any time due to safety reasons. FCRM will advise stakeholders of any such suspension.

4.3.1 Ticketing Processes

ATS Tickets

Ticket pricing and conditions of use for the ATS can be found on the FCRM website: <https://www.falls creek.com.au/accommodationtransferservice>

Tickets can be purchased online at www.falls creek.com.au or from the ATS Terminal during operating hours. Stakeholders advertising all-inclusive packages for guests should contact the ATS to organise tickets in advance.

Tickets purchased online can be printed at home. These tickets will be scanned and validated by the ATS prior to use.

Ticket purchases will be managed via the ticket office in the Entry area of the ATS. **When purchasing return tickets all guests must advise a nominated return timeslot.**

Additional bookings or to change pick up times from accommodation can be made by calling the ATS during operating hours (refer to Section 2.4). All bookings should be made 24 hours in advance to ensure the guests preferred timeslot is available.

Resort Entry Passes

Resort Entry passes can also be purchased from the ATS during operating hours.



4.3.2 Village Taxi Service

A Taxi Service is available during ATS normal operating hours only and will be charged at a flat rate per vehicle as indicated in the pricing structure on the website. Availability of taxis is demand based with priority given to delivery of ATS services.

Taxis provide a point to point service within the village area only.

4.4 Freight

The Freight Service is a free service provided by FCRM that transports goods from the Freight Terminal to commercial businesses only within the village from Monday to Friday for the duration of the Declared Snow Season. The Freight Service Provider is 4Site Australia.

Please note: all lodges/businesses with direct access to BHP Rd are not included in the free freight delivery program unless BHP Rd is declared unsafe for wheeled traffic by FCRM. If in doubt please contact FCRM.

FCRM and the Freight Service Provider reserve the right to deny service where it is assessed that available equipment and/or personnel are not able to load/unload or deliver an item for safety or operational reasons.

The contact number of the Freight Service Provider is contained in Section 2.4.

4.4.1 Freight Operations

The Freight Terminal operates between the hours of 8:00am and 5:30pm Monday to Friday for the duration of the Declared Snow Season. Freight will be delivered to businesses as promptly as possible.

Freight delivery periods are generally as follows:

Freight arriving at the Freight Terminal prior to 10am will be delivered between 10:30am and 12:30pm. This primarily includes fresh produce from Vegetation.

Freight arriving at the Freight Terminal after 10am and prior to 3pm will be delivered between 3:30pm and 5:30pm

Freight arriving at the Freight Terminal after 3pm may not be delivered until the following weekday, subject to operational requirements.

Notification of delivery is provided to the business owner via SMS approximately 15min prior to arrival.

Goods are delivered as close as reasonably practical to the front door of the individual facility unless other arrangements have been arranged with the Freight service provider. It is the responsibility of all commercial businesses to contact the Freight service provider to arrange an alternative.



All businesses must acknowledge receipt of freight items. If no-one is present to receive goods FCRM accepts no responsibility whatsoever for items left unattended at business premises.

Unreasonable expectations for unloading at premises, particularly which impacts freight operator safety, may be rejected and freight will be left in a location which allows OH&S compliance. It is expected that businesses provide physical assistance during all freight deliveries to assist the safe and efficient execution of this service.

If arranged in advanced with the Freight Services Provider, freight can also be collected from the Freight Terminal during normal operating hours. FCRM wishes to discourage this practice to avoid unnecessary traffic on village roads and around the Freight Terminal building.

Freight services operated by FCRM will be immediately suspended at the conclusion of the Declared Snow Season.

Please ensure freight is ordered in a planned and timely manner to avoid delays to the entire village freight service. It is expected that all businesses work towards this common goal to ensure the service can operate effectively. FCRM makes no guarantee of freight delivery timelines as these are largely driven by the arrival time of the freight forwarding companies.

4.4.2 Freight Storage

Stakeholders wishing to have goods stored in the Freight Terminal for more than 8 hours will need to seek agreement with FCRM.

All items stored for longer than 24 hours may be charged per item/box per day.

4.4.3 Freight Terminal Access

Access to the Freight Terminal via oversnow vehicle will be from the service lane behind the ATS building only. All collections are to be made at the upper level of the building by appointment only.

Freight terminal access for deliveries is from BHP Rd only. All freight forwarders must have an FCRM Loading Zone permit and abide by signage and direction from the Freight Service Provider.

4.4.4 Return of Goods

FCRM requests that every effort is made to return milk and bread crates, empty kegs or other re-usable products owned by goods providers. This should be delivered back to the Freight Terminal for collection by these providers.

These items are not to be left in publicly visible locations including Garbage Huts. Any requirement for removal of these items by FCRM will be charged back to the operators placing them in these locations.



4.4.5 Lost Freight Items

All lost items or damage claims should initially be referred the Freight Service Provider.

4.4.6 Items Excluded from the Freight Service

The following items are not included in the freight service:

- Post office deliveries including mail and parcels
- Personal items or luggage
- Local supermarket purchases (Falls Creek and Mt Beauty)

4.5 Road Management - Winter

4.5.1 Snow Clearing – Roads and Carparks

Snow Clearing on the Bogong High Plains Road aims to provide safe access to and from the resort and within the designated roads and car parks in the resort during the declared snow season.

This service includes:

- Clearing of accumulating snow and road debris to provide safe access to and from the resort on Bogong High Plains Rd;
- Clearing of accumulated snow from car parks to ensure Resort patrons can access cars and car park spaces;
- Spreading of grit and/or de-icing agents on hazardous sections of the roads or car parks to ensure safe access for all users;
- Patrol checks to and from the resort and on defined resort roads to ensure they are free of obstacles and obstructions; and
- Clearing of Village roads pre/post season and when conditions are not suitable to maintain ski in/ski out snow coverage.

On each morning of the declared snow season the following nominal snow clearing service will be provided.

1. *If snow has fallen during the preceding night;*
 - (i) A road check will be undertaken and where required, snow on BHP Rd from the snow clearing quarters at Howmans Gap towards Mount Beauty will be cleared off the road for as far as the snow has settled on the road.
 - (ii) A road check will be undertaken and where required, snow on BHP Rd from the snow clearing quarters at Howmans Gap up to the workshop at Windy Corner will be cleared off the road.
 - (iii) The assessment of BHP Rd will be completed and appropriate signage displayed with regards to fitting of chains by 0600 hrs each morning. This status will also be published on the FCRM website – refer also to 4.5.3.
 - (iv) The staff carparking area is to be cleared by 0600 hrs
 - (v) The carparking area in front of the ATS building and the bus parking area opposite the admin building is to be cleared by 0700 hrs.



- (vi) At least half of the Slalom North, Upper Windy Corner and Gully carparks are to be cleared by 0730 hrs.
 - (vii) The carparking area in front of the St Falls complex is to be cleared by 0800 hrs
 - (viii) The carparking area between St Falls and the ATS building and in Slalom Street is to be cleared by 0800 hrs
 - (ix) The ramp and access roads around Lower Slalom Car park are to be cleared by 0800 hrs
 - (x) The access roads within Lower Windy Corner carpark are to be cleared by 0800 hrs
 - (xi) Country Club driveway is to be cleared by 0900 hrs.
 - (xii) The remaining carparks in the village area are to be cleared by 0900 hrs
 - (xiii) The helipad on Gully carpark and the area in front of the medical centre is to be cleared by 1000 hrs
 - (xiv) Overnight carparking spots (excluding BHP Rd downhill of the Gully carpark) are to be cleared by 1400 hrs.
 - (xv) Remaining overnight carparks downhill from Gully carpark to be cleared by 1600 hours or as resources permit.
 - (xvi) Calcium and grit to be spread to assist with returning road to black condition.
2. *If no snow has fallen on the preceding night;*
- (xvii) A road check will be undertaken and where required, calcium (salt) and/ or grit will be applied on BHP Rd from the snow clearing quarters at Howmans Gap towards Mount Beauty for as far as ice has formed on the road.
 - (xviii) A road check will be undertaken and where required, calcium (salt) and/ or grit will be applied on BHP Rd from the snow clearing quarters at Howmans Gap up the workshop at Windy Corner.
 - (xix) The assessment of BHP Rd will be complete and appropriate signage displayed with regards to fitting of chains by 0600 hrs each morning. This status will also be published on the FCRM website – refer also to 4.5.3.

4.5.2 Snow Clearing – Village Roads

Snow clearing of village roads occurs during the Declared Snow Season and aims to provide safe access for pedestrians and vehicles, particularly during season transitional periods. Any insignificant early or late season snow falls will be assessed according to forecast weather conditions and may be cleared to enable safe operations.

The village roads will be cleared of snow outside the Declared Snow Season.

4.5.3 Chain Fitting Requirements

The goal of the FCRM snow clearing operations is to minimise the requirement for the fitting of wheel chains throughout the winter season. However, it is a legal requirement under the *Alpine Resorts (Management) Regulations 2009* for all vehicles to carry chains suitable to be properly fitted to that vehicle, when travelling in the Resort during the declared snow season.



Drivers of vehicles on declared hazardous roads must comply with directions of FCRM staff or Victoria Police to produce and fit wheel chains where required. Failure to comply may result in the driver requested by Police to leave the Resort and/or an infringement notice issued.

All chain fitting requirements will be set by the FCRM snow services team as required, based on the conditions at the time. This is assessed based on the skill and experience level of all drivers, not just locals who have driven the road for the last 30 years.

BHP Rd will be assessed each morning and chain fitting signs will be displayed at chain fitting bays as conditions require. All road users must comply with these directions at all times.

Falls Creek has four designated chain fitting bays between Bogong Village and Falls Creek. These are in the table below:

Bay Location	Elevation
Orange Bridge	756m
Overtaking Lanes	970m
Nursery	1100m
Turnback Creek	1168m
Howmans Gap	1260m

The road will be monitored continually throughout the day until such time as the conditions are safe to lift the signs or altered to reflect the changing conditions. This includes 2 x VMS units, one at the Orange Bridge and one at Howmans Gap. FCRM also provides access to a road status SMS. Users can subscribe to this at the following link:

<https://corporate.fallscreek.com.au/operations>

Additionally chains may be required for leaving the village area if conditions have changed during the day. This will be signed and identified at Gully Carpark VMS prior to descending from the village.

Removal of chains will not be identified and is a matter for drivers to assess as they descend from the Resort.

FCRM may also keep the resort informed of road conditions throughout the day via social media, the FCRM website, and email where appropriate.

If information is required regarding the condition of the road, please contact the FCRM office per Section 2.4.



4.6 Bogong High Plains Road Closure

The closing of the BHP Rd gates to the south of the resort for the duration of the declared snow season is undertaken in consultation with the following authorities:

1. VicRoads
2. Alpine Shire
3. East Gippsland Shire
4. Parks Victoria
5. Falls Creek Resort Management

In addition, Victoria Police require specific advice on the road status should this change for any reason.

The BHP Rd will be closed prior to the snow season commencing should:

1. Snowfall results in the road becoming (or has the potential to become) hazardous or unpassable and the road is unlikely to be re-opened prior to the Declared Snow Season; or
2. The Resort has ski lifts operational for the purposes of providing an alpine skiing product.

Otherwise the road will be closed at 5:00pm Monday on Snow Season opening weekend.

The BHP Rd will not be re-opened until 5:00pm on last day of Declared Snow Season at the earliest. Additionally, the reopening of the road is subject to the outcome of the post winter inspection and maintenance program and Parks Victoria, Alpine Shire and East Gippsland Shire approve the road to be re-opened for use. Should any major works be identified then the road closure may be extended until the road is made safe. The normal opening date is around end October in most years.

FCRM will advise all stakeholders of any change of status for this road.

4.7 Village Roads

4.7.1 Winter Village Access

Village roads will be closed to the general public at 5.00pm on Friday of the opening weekend of the Declared Snow Season.

Access thereafter will require either a Business permit (red pass) or a Temporary Vehicle Access permit obtained from FCRM – please contact the office during business hours. Village access will be strictly operated per the FCRM Policy 4.10.

All parking in the village must comply with signed parking requirements and remain within designated parking bays.

Temporary Vehicle Access permits will not be granted from 5pm Thursday prior to the Victorian School Holidays unless emergency works are required and it is safe to operate a vehicle in the village.



No guest access to lodges is permitted during formal activation of the ATS – please refer to Section 4.3. Outside of these dates/times guests may be permitted to enter the village if it is safe to do so, to unload luggage and passengers directly at their lodge before exiting the village to park their vehicles. Drivers will be returned to their lodge via a shuttle bus service operating from the ATS. Guests will have a maximum of 30 minutes to drop off luggage and passengers and return to the ATS.

FCRM will provide as much advance warning as possible as to when the village roads will be closed to all traffic other than Oversnow vehicles via email. Typically this will be 2 – 3 days, but is highly dependent on the forecast weather.

FCRM will also provide at least 5 days notice to the village indicating when the village roads will be reopened to wheeled vehicles. Once opened, the same conditions as mentioned above will apply to guests, stakeholders and business license holders until the conclusion of the Declared Snow Season.

Where the need arises to de-ice sections of the village road network, FCRM will prioritise undertaking these operations at night or early morning to minimise impact to other vehicles and guests.

4.7.2 Village Road Grooming

While the village roads are able to facilitate ski-in/ski-out, FCRM will monitor the condition and snow coverage of the roads on a daily basis. Snow management operations will be undertaken as required throughout the season to ensure the ski-in/ski-out product can be maintained to a safe standard and is extended for as long as possible.

Snow management of the village roads will focus on maintaining optimal and consistent depth of snow coverage across the entire road network. Snow will be moved from areas with excess snow to high traffic areas using grooming machines.

Sections of the village road network in lower areas, particularly around the ATS, will not be maintained once snow becomes marginal. These sections of the road network offer minimal ski in/ ski out connectivity and require considerable effort to maintain them.

Please note that due to the nature of the operations within the village, grooming of the village roads will largely occur during the night after 10pm, or prior to 6am during fresh snowfall periods. This also generally meets optimum grooming conditions.

FCRM requests that all oversnow vehicles are parked well off the road to allow for the best possible grooming results as well as minimising the potential for damage to snow mobiles and trailers. FCRM accepts no responsibility whatsoever for damage to equipment left on road verges which impacts the grooming operations.



4.7.3 Snow Farming

FCRM will periodically undertake snow farming activities within the village to maintain the ski in/ski out snow coverage for our guests. Snow Farming may also be completed to remove snow deposits in public areas that have been deemed a hazard to people and the Resort operations.

In accordance with the village road grooming program, FCRM will monitor the road conditions within the village daily. From this assessment plans will be made to determine what and where snow may be farmed from and where it is to be deposited.

There are a number of factors that are considered when assessing the need to farm snow for the village roads.

- Incoming weather systems,
- The location from where the snow will be farmed from (around lodges or from the carparks),
- The best means by which to farm the snow (what type of machinery?),
- The time required to move it and the cost effectiveness of the move.
- How long will this new snow last?

Stakeholders should note that this service is to facilitate the village roads snow coverage and not to remove unwanted snow from stakeholder sites.

The following practices will be adopted by FCRM in relation to snow farming;

- Snow farming will be focused on extraction of snow from around the village lodges or public areas as a priority. Snow from carparks will be used only for interface areas such as behind ATS or Slalom St/Wombats Ramble crossover.
- All snow farming activities will cease at the end of August.
- All snow farming activities within the village will be undertaken during the day and include a spotter. Visibility is paramount to allow safe machine operation.

FCRM will advise stakeholders of where these works will be undertaken in advance.

The farming of snow for the use on the roads within the village will only occur if it safe to do so and there is sufficient stockpiles available. This will be at the absolute discretion of FCRM.

FCRM will also utilise snow from within the resort and car parks to maintain the lower sections of Wombats Ramble and Slalom Plaza for FCSL. Please note that the maintenance of this ski run will take precedence over the maintenance of the roads within the village.

When snow coverage becomes marginal and present a hazard to road users the roads will be cleared. This process can take up 3 days depending on conditions. FCRM will only re-open the village to wheeled vehicles once all roads are safe for use (there will not be progressive opening of areas). Unfortunately access and services will be impacted during this time and we will endeavour to minimise the disruption during this period.



4.7.4 Oversnow Vehicles

The operation of all oversnow vehicles during the declared snow season will be governed by the FCRM Policy 4.6 – Oversnow Vehicles. All operators of these vehicles are reminded that they should make themselves familiar with this policy before operating oversnow vehicles within the village.

Please be aware that stakeholders and business license operators are responsible for the actions of their staff whilst operating an oversnow vehicle registered to the business operation.

Speed restrictions apply within the village throughout the year.

The village speed limit is 15 km/h.

Operators of any Oversnow vehicle MUST give way to all skiers, snowboarders and pedestrians within the village.

All downhill Oversnow vehicles MUST give way to uphill traffic within the village

All Oversnow traffic MUST keep to the left side of the road.

All operators are reminded that the village roads are a shared roadway throughout the year.

Oversnow Vehicle Permits

All Oversnow permits for vehicles are issued for the Resort by FCRM.

Oversnow permits are issued annually to stakeholders and licensed business operators who can demonstrate a business need to operate an oversnow vehicle.

All operators of an oversnow vehicle must carry a permitted operator card at all times when using the oversnow vehicle.

Oversnow vehicles definition and requirements are contained in the Policy document

Oversnow vehicles operating on village roads are subject to the same road rules that operate on all other roads within the State of Victoria. Should you fail to comply with all requirements of the law and/or the requirements of the permit your permit may be revoked, your vehicle impounded and charges/infringements imposed by FCRM or Victoria Police (depending on the nature of the breach).

USE OF AN OVERSNOW VEHICLE IS A PRIVILEGE NOT A RIGHT. Please put safety first for all vehicle operation in the village area.



4.8 Cross Country Grooming

FCRM is responsible for maintaining and grooming the cross country (XC) trails in the Resort and out onto the Bogong High Plains in the Alpine National Park (under agreement with Parks Victoria).

FCRM maintains 32 trails totalling 65km. These trails are separated into four main areas:

- Inner trails – around the Nordic Bowl
- Sun Valley Loop
- Western Trails – Mt McKay loop/Pretty Valley area
- Eastern Trails – Heathy Spur/BHP trails

Trail maps can be obtained from FCRM Visitor Information Centre, www.falls creek.com.au or www.fallsuserguide.com.

Trails are maintained throughout the year with vegetation and track management occurring during the summer via the erection of snow fences and drainage systems during the winter. Parks Victoria provides further assistance by marking and maintaining trails within the Alpine National Park. These measures are employed to provide the best possible cross country product for our visitors.

FCRM operates a Prinoth BR-350 grooming machine fitted with a pair of Yellowstone track-setters. This machine is used daily to prepare XC trails. A Prinoth Huski grooming machine is also available during early and late season or other periods of low snow.

FCRM grooming operators are rostered on each day of the XC season.

Grooming staff will typically groom all trails over a two day cycle, subject to snow and weather conditions. Central area trails are groomed daily, conditions permitting. Grooming in the Alpine National Park cannot occur until approval has been granted by Parks Victoria.

During early and late season or other periods of limited snow availability, grooming operations will focus on providing trail in the Mt McKay area where we experience higher average snow falls. As snow cover increases grooming operations will move to the Central, Sun Valley and Eastern trails with a reduction in grooming in the Western Trail area.

Additional grooming operations are also programmed for the Hoppet ski race, a world class XC event for Falls Creek.

The grooming schedule is determined by the grooming operators based on current conditions, weather forecasts and expected snowfall:

- When fresh overnight snow is expected grooming will commence early morning starting on the local trails and expanding to the outer trails as conditions allow. The normal grooming schedule for fresh snow conditions is between 6am and 2pm.



- In severe snow storm conditions the grooming will be prioritised to the Nordic Bowl and Central trail area. Additionally, lower more protected trails, such as Sun Valley Loop and Paul's Track, will be groomed where practical to maintain a fresh product. The outer trails will be recut and groomed as weather conditions and the grooming schedule allow.
- When weather conditions are stable and during freeze/thaw cycles grooming will commence on the outer trails first then work in towards the local trails as the conditions cool and the snow pack firms up. The normal schedule for these conditions starts between 12pm and 2pm and finishes at approximately 10pm.

In certain conditions (such as warm spring conditions or during rainfall) it is detrimental to the trails to take the grooming machine out, such as when the snow is too thin or too soft. On these occasions grooming operations will be limited or suspended until conditions improve.

Grooming operations can be impacted due to the following critical activities:

- work re-cutting, re-packing and widening trails, particularly after storm events
- farming snow to low-snow zones
- building snow bridges over creek areas etc during and after new snow falls
- repair of trails over creeks and in low snow areas after rain events
- repair of mechanical issues with the grooming machinery

The trail condition report will identify if any of these activities are being undertaken.

Information on the condition of the XC trails is provided on the public display monitor at Windy Corner and on the FCRM website (www.fallscreek.com.au/snowreport). This is updated daily at the conclusion of the grooming operations.

Trail condition reports will also include commentary from the grooming operators on planned grooming for the 48 hours and any other useful information for trail users.

The FCRM groomer is also GPS tracked with the grooming trail for the past 24 hours also displayed at Windy Corner.

4.9 Public Areas Snow Removal

FCRM will remove snow from public areas that are not held under a business license or lease.

These areas are:

- Slalom Plaza Stairway (Between the St Falls Buildings)
- Common areas within the Slalom Plaza
- Stairway from Slalom Plaza to Pretty Valley
- All elevated stairways in the village
- Area around the front of the FCRM Admin building and in front the Police Station.
- Village Bowl Toilets and BBQ area.
- All street fire hydrants within the village
- Key garbage receptacles in public areas



Assessment of the public areas, and in particular stairways, will be undertaken daily throughout the snow season with remedial actions being employed as required.

Stakeholders are reminded it is their responsibility to ensure that safe access to their site can be achieved throughout the season. Snow being removed from stakeholder sites should not be deposited onto an adjoining site or onto roadways without prior consent.

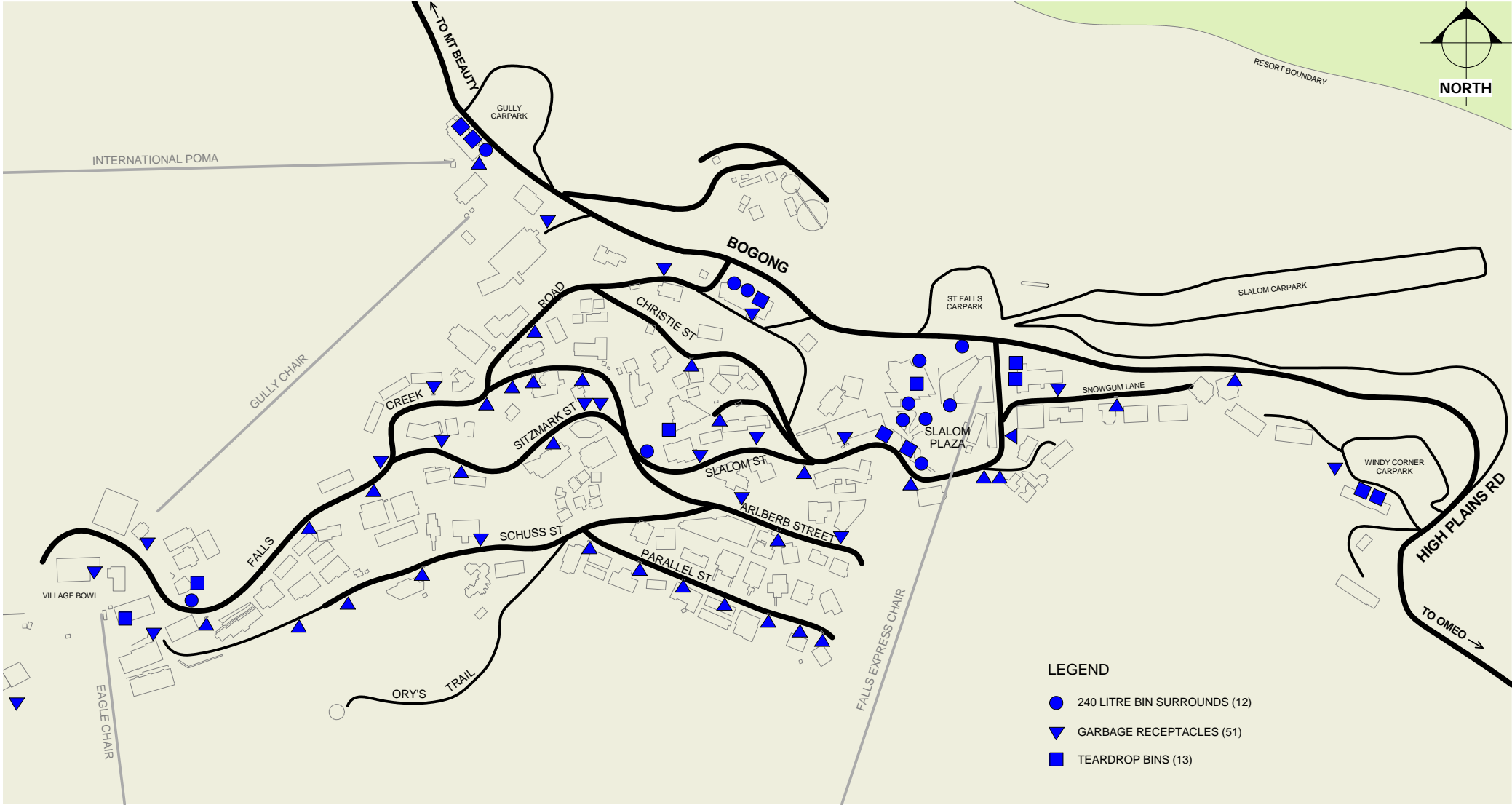
Salt and grit for de-icing pathways is available from FCRM throughout the winter in 10kg bags or 20L buckets at cost. If you require salt/grit, please contact the FCRM office during office hours.

Additionally yellow warning signs for snowfall are also available to all stakeholders – two are provided free by FCRM per leasehold site, with additional signs at cost. If you require signs please contact the FCRM office during office hours.



Appendix A – Falls Creek Village Waste Collection Layout

FALLS CREEK VILLAGE WASTE BIN LOCATION MAP



www.fallscreek.com.au

FCRM

WASTE MANAGEMENT

FALLS CREEK VILLAGE WASTE BIN LOCATIONS

Project number: 2015-2

Date UPDATED 01/06/2016

Drawn by: A CLARKE

Checked by: C BROWN

A101

Scale 1 : 5000



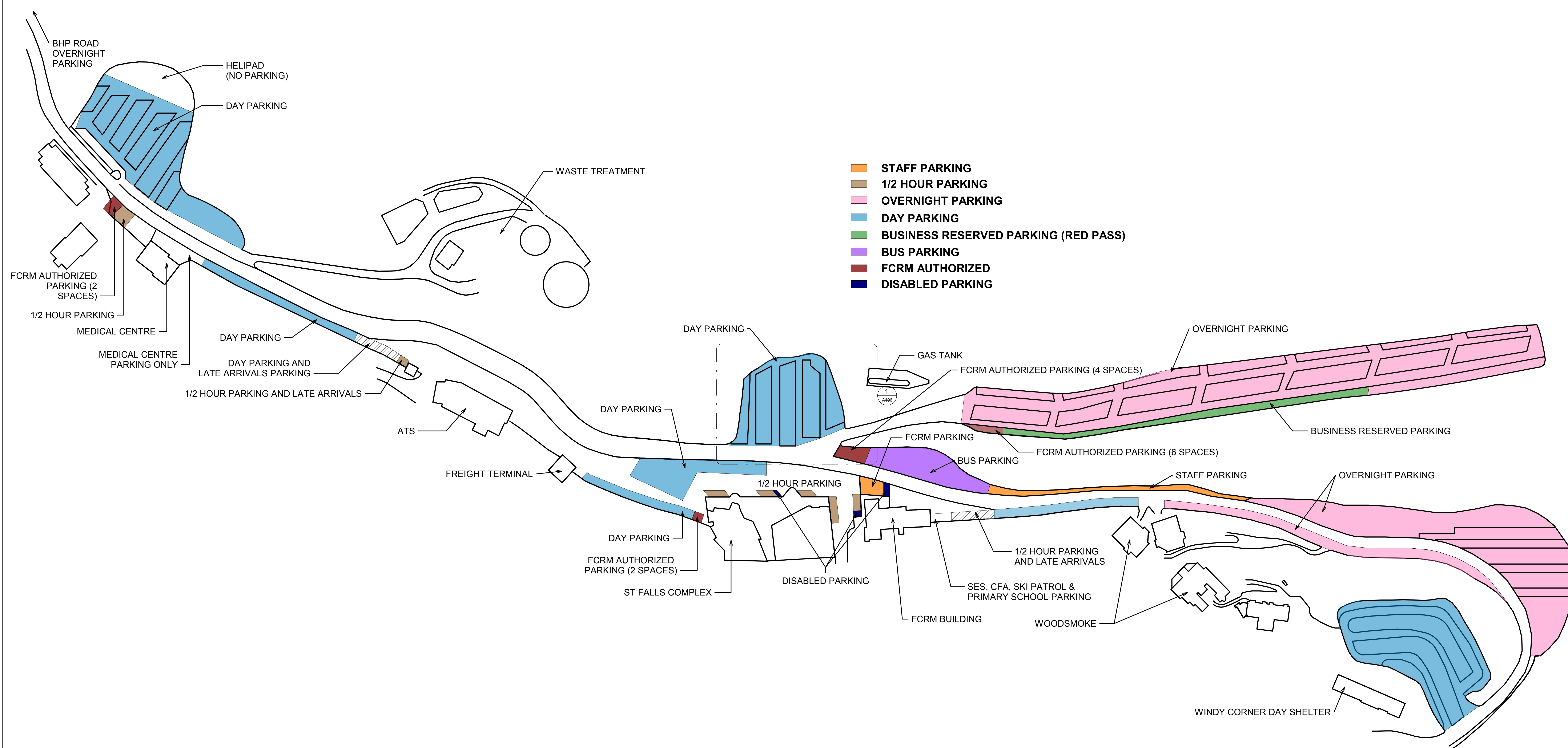
Appendix B – Falls Creek Village Carpark Layout



Falls Creek Resort Management
PO Box 50, FALLS CREEK,
Victoria 3699
p | 03 5758 1200
f | 03 5753 3415
e | fcrm@falls creek.com.au

FALLS CREEK	
CARPARKING PLAN	
2017 LAYOUT	
Project number	2014-05
Date	12/04/2017
Drawn by	A CLARKE
Checked by	C BROWN
A101	
Scale	1 : 1000

--	--

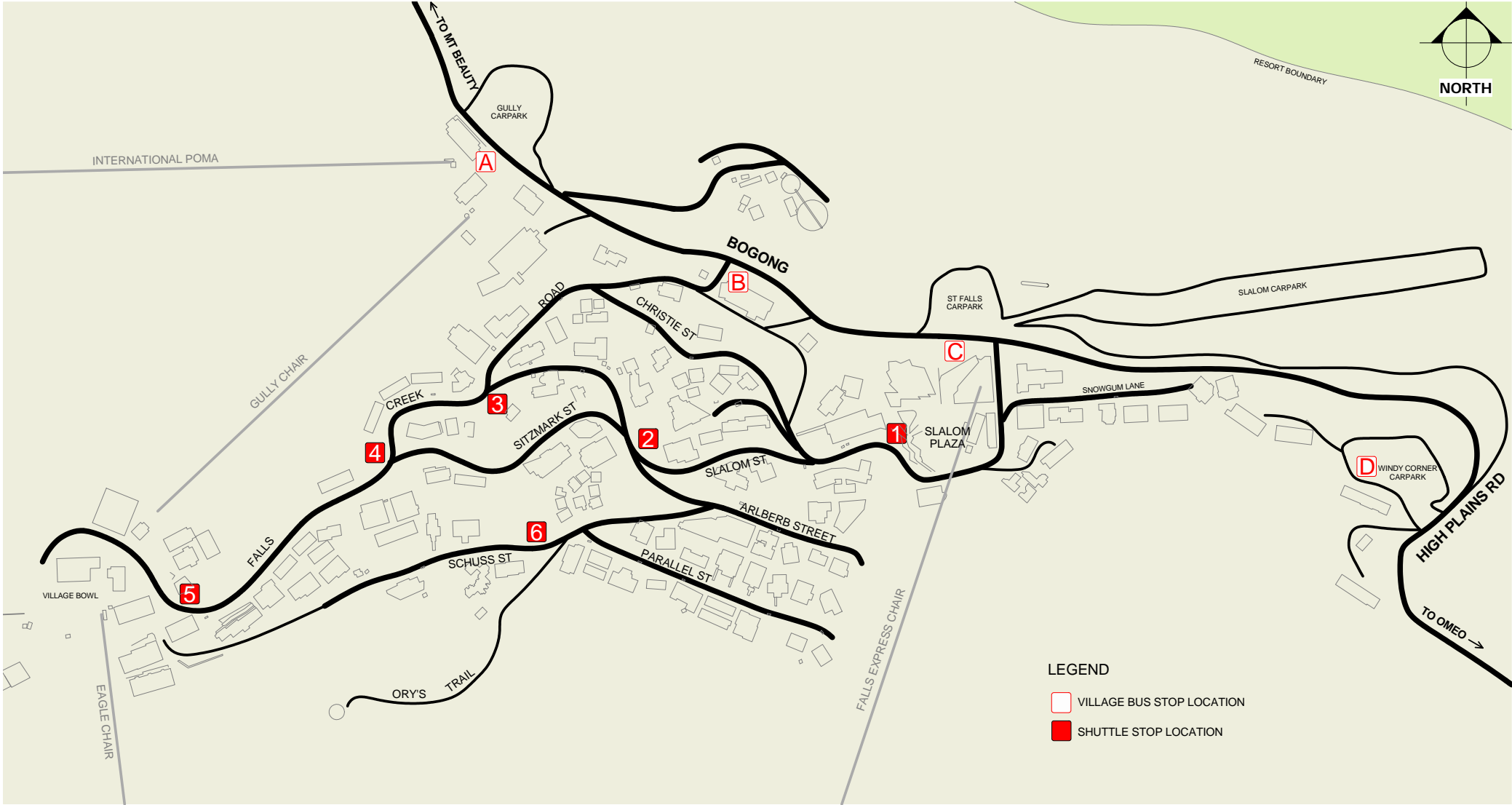


1 Carparking Layout
1 : 1000



Appendix C – Falls Creek Village Shuttle Stop Locations

FALLS CREEK VILLAGE SHUTTLE STOP LOCATIONS



www.fallscreek.com.au

FCRM
TRANSPORT SERVICES

FALLS CREEK VILLAGE SHUTTLE STOP LOCATIONS

Project number: 2015-4

Date UPDATED 01/06/2016

Drawn by: A CLARKE

Checked by: C BROWN

A101

Scale 1 : 5000



Appendix D – DOs and DON'Ts for Waste Collection Services

- Recycling
- Organic Waste
- Hard Waste



Hard Rubbish Collection 2017

Falls Creek Resort Management will be conducting a **HARD WASTE COLLECTION SERVICE** between the **8th and 10th November**, following the Melbourne Cup Weekend.

FCRM requests that residents/stakeholders take advantage of this service during the designated period. Hard rubbish removal outside this period will be the responsibility of stakeholders.

In order to assist you, the following guidelines should be noted and followed:

What We WILL Collect

Hard Waste. Please Stack:

- Chinaware, crockery, etc.
- Clothing
- Mirrors, windows securely wrapped in cardboard marked 'GLASS'
- Timber (no longer than 1.5 metres)
- Household furniture, excluding mattresses, arm chairs and lounges.
- Small appliances

Metal Waste; Please Stack:

- Scrap metal
- Small car parts, lawn mowers, tools
- Whitegoods (excluding fridges/ air conditioners- items to be degassed)
- Empty tins (Remove lids)
- Hot water systems, baths, etc.

Items that will NOT be collected

Unfortunately FCRM is not able to collect the following items

Hard Waste. NOT ACCEPTED

- Mattresses
- Lounges or Arm Chairs
- Fridges or air conditioners
- Tyres
- Gas bottles
- Batteries
- Coil springs
- Rubble or soil
- Bricks or concrete

Hazardous materials. NOT ACCEPTED

- Paints
- Oils
- Chemicals
- Industrial waste
- Hazardous materials

ORGANIC WASTE

the *Living* bin

The following items **CAN** be placed in this bin:



✓ **Food scraps**



✓ **Peels, fruit & vegies**



✓ **Meat, bones & shells**



✓ **Dairy products**



✓ **Citrus, egg shells & tea bags**

✓ **Paper: tissues, towels, plates & serviettes**

The following items **CAN'T** be placed in this bin:

✗ No Plastics **✗ No Metal**

✗ No Gladwrap **✗ No Foil**



Version Number	Date of Issue	Amendment	Authorised
1.0	22 May 2015	Initial Published Version	DIMR
2.0	25 May 2016	Annual Amendments	DIMR
3.0	4 June 2018	2018 Service Amendments	CB (DIMR)

Document Title:	Operations Service Level Manual		
Document Subject:	Framework and definitions for service level for key services provided by FCRM annually.		
Author:	Callum Brown	Owner (Title):	Rachael Gadd
Contributors:	Rob McDonald Geoff Sorensen	Authorised By:	Callum Brown
File Name:	Operations Service Manual Rev 3.0 4 Jun 2018		
Last Modified:	4/06/2018	Next Review:	Nov 2018
Key Words:		Status:	Active




Caution: This document contains privileged and confidential information intended only for the use of the intended recipient.

If you are not the intended recipient of this document you are hereby notified that any use, dissemination, distribution or reproduction of this message is prohibited.

If you have received this document in error please notify Falls Creek Resort Management immediately.

 *Please consider the environment before printing this document*

 [Subscribe](#) to our newsletters and alerts

