COVIDSafe Alpine Resort Communications

28th July 2021

Questions and answers
These Q&As have been developed in collaboration with DELWP, DH, DJPR, DPC and Vic Pol as well as the alpine resorts.

Contents

General

Why are these measures being put in place?
International experience has shown there is a higher risk of spread in cold climates, where people come together to socialise and spend time indoors after a day out on the slopes. The safety of all Victorians remains our top priority. An outbreak which originates at an alpine resort may result in that resort or all alpine resorts being closed. We want to ensure Victoria stays safe and open and that the snow season goes ahead uninterrupted.

What locations does this measure apply to?
You will need evidence of a negative COVID-19 test result to enter Falls Creek, Mt Buller and Mt Stirling, Mt Hotham, Mt Baw Baw, Lake Mountain and Dinner Plain.

Why are visitors aged 12 years and over required to provide a negative test to enter Alpine Resorts?
While there are still active cases, these restrictions will help stop the spread of COVID-19. We want to keep Victorians safe – that's why the Chief Health Officer has made testing a requirement for residents aged 12 years and over as an extra protection.

What will visitors to alpine resorts have to provide as evidence of their negative test?
A text or email from their testing provider confirming that a test taken in the previous 72 hours was negative. Visitors will also be required to show ID.

Who has to provide a negative test?

Everyone *aged 12 and over* visiting alpine resorts will need to provide evidence of a negative test within 72 hours of arriving at the resort. Certain exemptions apply.

Alpine resort staff who live off-mountain and travel to the resort must get tested and present a negative test within 7 days of arriving at the resort. Staff will only need to have proof of a negative COVID-19 test once every 7 days. This will be required until the current requirement for alpine resorts is lifted.

Anyone who lives within an alpine resort will be exempt from the testing requirement.

Are there any exemptions for needing a test if you are over 12?

Yes. *Exemptions* include:
- for emergency purposes
- to escape harm or the risk of harm, including harm relating to family violence
- an emergency service worker who are required to travel to an alpine resort for the purposes of work are exempt from having to obtain a COVID-19 test prior to travelling to an alpine resort where it is not practicable for the officer to obtain a test prior to travelling
- or if a person travelling to an alpine resort is exempt from having to obtain a COVID test prior to travelling to an alpine resort where it is not practicable because of the disability, illness, or chronic health condition of the person.

Essential workers are exempt from testing requirements. Providing an essential service includes emergency services or services to ensure the provision of telecommunications, critical infrastructure, critical supplies, essential prevention and recovery from emergencies or essential public services, including services provided by emergency workers, child protection workers and time-critical essential services provided by healthcare workers and care facility workers.

Do visitors and employees currently at alpine resorts need to get tested?

People currently on mountain don't need to get a test now unless they leave the mountain. Employees must present a negative tests within 7 days before arriving if they leave the mountain.

Do I still have to check in via a QR code while I'm at the resort?

Yes. You will need to check in at all venues and facilities via a Service Victoria QR code.

Do you have to be tested at home or enroute?

You must be tested in the 72 hours before entering the resort. You may be tested on the way to the snow, but you should allow up to 48 hours for your test to be processed. Proof of your negative test helps keep Victorians safe.

Will there be check-points?

Yes. There will be check points in place before you enter the resort where you will have to provide evidence of your negative COVID-19 test. In addition, Victoria Police will have additional resources on main roads to resorts to do spot-checks and roving patrols to support public safety.

Who will enforce the testing requirement on entry to resorts?
You may be asked by police, authorised officers, or any employee or representative of the resort to provide evidence of a negative test on route or entry to the resort.

Will there be testing on mountains?
Visitors must have evidence of a negative test result as a condition of entry to the resort. There are testing facilities available in northern resorts for anyone who develops symptoms during their stay. There are no on-mountain testing facilities on southern resorts - Mt Baw Baw and Lake Mountain. If you have symptoms – not matter how mild – get tested and stay at home.

Do you have to show your negative test result when boarding a bus to the snow?
Yes. Bus operators will require all passengers travelling to the resorts to have proof of negative test before getting on the bus. Passengers unable to provide proof of compliance will not be allowed to travel to the resort.

Do alpine resorts have the authority to request proof of ID and proof of negative test?
Yes. Under public health directions alpine resorts can request people provide proof of ID and proof of negative tests.

Do alpine resorts have the authority to refuse entry to people who don't comply with test requirement?
Yes. It is a condition of entry to produce a negative test result on request. This helps Victorians to stay safe and stop the spread of COVID-19.

Will testing be required as a condition of entry to the resorts for the entire snow season?
This a temporary requirement. Restrictions and testing requirements will be reviewed regularly by the Chief Health Officer in line with other COVIDSafe settings.

Testing capacity and process

Will people who already have a booking at a resort get priority testing?
Testing sites currently have the capacity to manage the increased testing demand resulting from this change. Find your nearest testing site and wait times Where to get tested | Coronavirus Victoria

Will there be additional testing sites available?
Testing sites currently have the capacity to manage the increased testing demand resulting from this change. Find your nearest testing site and wait times Where to get tested | Coronavirus Victoria

How can I guarantee that results will come back in time for my departure?

It is your responsibility to ensure you are tested as soon as possible prior to departing for the alpine resorts. Currently the majority of test results come back within 24 hours or less, however please allow 48 hours for test results to be processed. Find your nearest testing site and wait times [Where to get tested | Coronavirus Victoria](#)

Do I still have to get tested if I'm fully vaccinated?
Yes, you will need to be tested and show evidence of a negative COVID-19 test, even if you have received a COVID-19 vaccination.

Will I have to isolate while waiting for test results?
If you're getting tested in order to attend an alpine resort and you don't have symptoms, you don't have to isolate while waiting for test results (unless you have attended an exposure site or otherwise been directed to get tested by the public health team)
If you have symptoms, no matter how mild, you must isolate while you wait to receive your test results.

Do you have to get tested even if you don't have symptoms?
Yes. Anyone aged 12 or over planning on travelling to the alpine resorts as of 11.59pm Tuesday 27th July will need to provide evidence of a negative test before entering the resort.

If I am staying off mountain or leave the resort to have dinner, do I need another test?
Yes. Anyone entering an alpine resort will need to provide evidence of a negative COVID-19 test result taken within 72 hours, prior to entry.

Do resort staff need to be tested?
Alpine resort staff who live off-mountain and travel to the resort must get tested and present a negative test within 7 days of arriving at the resort. Staff will only need to have proof of a negative COVID-19 test once every 7 days. This will be required until the current requirement for alpine resorts is lifted.

Anyone who lives within an alpine resort will be exempt from the testing requirement.

I live in regional Victoria. Do I need to be tested before going to an Alpine Resort?
Yes, all visitors need to be able to show a negative test, taken within 72 hours, prior to entering the resort.

Can the text message 'evidence' of a negative COVID-19 test be accepted if it has no name on it?
The department recommends labs use a standardised message format (see below) when sending negative SMS results to individuals. There are variations to the message due to character limits, but the recommendation is to have an identifier (First name) and the lab reference number attached in the report. If there are concerns relating to what people are showing, we are happy to follow up with the labs.
Dear FIRST NAME
Collection date: DD/MM/YYYY
COVID-19 virus was NOT DETECTED

If you feel unwell call your doctor
Lab: XXXXX, Reference: XXXXXXX .

Interstate visitors

Do I need a test if I live interstate?
Yes, all visitors to alpine resorts aged 12 years and over are required to provide evidence of a negative COVID-19 test result as a condition of entry. You will need a travel permit to enter Victoria.

I live interstate - do I need to be tested in Victoria or can I be tested in my home state?
You can get a test interstate – but you need to be able to show evidence of the negative result.

Are visitors from an interstate orange zone still required to self-quarantine, get a COVID-19 test within 72 hours of arrival, and remain in self-quarantine until they receive a negative test result?
 Yes, all visitors to alpine resorts aged 12 years and over are required to provide evidence of a negative COVID-19 test result as a condition of entry.

Where can I get tested?
Testing sites are listed at: Department of Health and Human Services Victoria | COVID-19 testing sites (dhhs.vic.gov.au).

Can I get tested if I'm asymptomatic?
All people aged 12 years and over who want to visit an alpine resort need to get tested and have a negative COVID-19 test result, whether they are symptomatic or not.

Day visitors and weekenders

Do day visitors need to show a negative test?
Yes. All visitors aged 12 years and over need to show a negative COVID-19 test result, taken within 72 hours prior to entry to a resort.

Many people drive through the resorts to get somewhere else; will they need to be tested?
If drivers do not stop or leave their car as part of travelling through a resort to another destination, they are not required to be tested. The length of time a car stays in the resort will be monitored to ensure restrictions are followed.

If I visit a different alpine resort each weekend, do I need to get a test each time?
Yes, you will need evidence of a negative test 72 hours before departing for an alpine resort every time you plan on travelling to a resort.

ID checks and compliance

Where will the ID checks take place?
Visitors' ID will be checked as they enter the resorts or at designated check points. All visitors aged 12 and over will need to provide evidence of a negative COVID-19 test within 72 hours before entering the resort. This can be a text message or email from your testing provider.

Who will be checking visitor's ID and test results?
You may be asked by police, authorised officers, or any employee or representative of the resort to provide evidence of a negative test on route or entry to the resort.

What happens if someone refuses to show evidence?
If you refuse to show evidence of a negative test result you will be refused entry to the alpine resorts.

Non resort snow locations

Are negative tests results required to visit non-resort locations like Donna Buang?
No, evidence of a negative test result is only required for the alpine resorts and the village of Dinner Plain.

Support for businesses

The Victorian Government has launched a campaign to promote its **Partners in Wellbeing Helpline** to Victorian business owners, their employees and business advisers. The **1300 375 330** Helpline is available seven days a week from 9am to 10pm on weekdays and 9am to 5pm on weekends. The Helpline offers free and confidential one-on-one access to wellbeing and mental health support. The telephone helpline has also been expanded to provide business owners under stress with free access to financial counsellors and business advisers.

The Victorian Government has other programs and resources to support your local business community through the coronavirus (COVID-19) pandemic, which you can find on the Business Victoria website.

For more information visit: https://www.coronavirus.vic.gov.au/how-we-live
If you have an enquiry related to coronavirus health concerns or current restrictions, please call the dedicated coronavirus hotline 1800 675 398