



Falls Creek Alpine Resort Management Board Integrated COVIDSafe Plan - 2022

Version 5.0 – May 2022



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Version	Date	Comment
1.0	1 June 2021	Updated to reflect the Victorian Governments' Advice for COVIDSafe Management of 2021 Alpine Activities in Victoria
2.0	2 June 2021	Updated links to DoH Guidelines
3.0	7 June 2021	Updated with active links and guidelines
4.0	13 May 2022	Updated with DoH links and new guidelines
5.0	May 24 2022	Updated for Staff Accommodation & RAT protocols
7.0	June 13 2022	Updated for OVPHU comments/guidance

1. Introduction

At the current time, the in-force Pandemic (Public Safety) Order 2022 is applicable to alpine resorts, other alpine public land managers and more broadly, the State of Victoria.

For this snow season and other alpine activities to be as successful as possible, comprehensive measures are needed to ensure alpine resort operations (i) minimise the risk of COVID-19 transmission among visitors and staff and (ii) effectively manage any outbreak of COVID-19 that may occur at the resorts.

The Falls Creek COVIDSafe Plan provides details of the documented preparations, procedures and policies that will enable the Falls Creek Alpine Resort Management Board (FCARMB) to safely conduct operations in accordance with the current directions relevant to the business sector and activities relevant to alpine businesses.

The following links are the reference materials used in the preparation of this plan:

- <https://www.health.vic.gov.au/covid-19/public-safety-order-2022>
- <https://www.coronavirus.vic.gov.au/worker-vaccination-requirements#summary>
- <https://www.coronavirus.vic.gov.au/coronavirus-covidsafe-settings>
- <https://www.coronavirus.vic.gov.au/case-workplace>
- <https://www.coronavirus.vic.gov.au/face-masks-when-wear-face-mask>

The above also need to be read in conjunction with the latest [Victorian restriction levels](#) available on the Pandemic Orders register, particularly the latest Restricted Activity Directions, Stay Safe Directions and Workplace Directions_issued by the Chief Health Officer (CHO).

In addition, this document draws heavily from process and procedures developed in the Falls Creek Alpine Resort Management Board COVIDSafe Overview & Action Plan 2020 and 2021.

2. Key Responsibilities

Everyone involved with Falls Creek Alpine Resort has a role to play in keeping the resort free of, or limiting the spread of, coronavirus (COVID-19). The key responsibilities are:

- The FCARMB is responsible for developing and implementing this overarching COVIDSafe Plan and for the FCARMB's associated internal COVIDSafe Plan for staff. It is also responsible for monitoring the latest Victorian restriction levels, Restricted Activity Directions, Stay Safe Directions and Workplace Directions issued by the Chief Health Officer (CHO), to remain aware of all current obligations. If there are 5 or more linked COVID cases within 7 days at the resort it is mandatory to notify the Department of Health [Outbreak \(notification form | Coronavirus Victoria\)](#), but the FCARMB can reach out to the Ovens Murray Public Health Unit at any stage for advice and support.
- All Falls Creek Alpine Resort stakeholders (refer Appendix 1) are responsible for developing and implementing their own COVIDSafe Plans. They are also responsible for monitoring the latest Victorian restriction levels, Restricted Activity Directions, Stay Safe Directions and Workplace Directions issued by the CHO, to remain aware of all current obligations.
- Worksafe, the Department of Health and the Department of Jobs, Precincts and Regions are all responsible for spot checking compliance with COVIDSafe Plans.
- Victoria Police is the resort-based authority responsible for enforcing compliance with COVID-19 restrictions.

3. Contact Tracing & Records Keeping

Whilst no longer a requirement to utilise the Victorian Government QR code check-in protocols, FCARMB intends to still be able to secure data for vehicles arriving at the resort. Noting however, that the information will no longer require all passenger details, but just the principle driver, or the individual who made the resort entry booking.

- a) The FCARMB will capture and retain the registration number, dates and times of vehicles entering through Resort Entry, along with the name and contact number of either the driver or the person who made the booking.
- b) 4 Site Transport will record passengers for accommodation transfer as per 4Site Australia COVIDSafe Plan 2022.

4. Capacity

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

All visitors wanting to access the resort are to be encouraged to book in advance.

Venues within resorts presently have no density quotients, venue caps or other restrictions applicable to their setting.

5. FCARMB responsibilities

5.1. Communications

- a) Implement a communications program through Tourism North East in conjunction with the other Victorian Alpine Resorts, with the key messages of book online in advance, maintain social distancing, and don't come if you have symptoms and for all guests to ensure they have a supply of RAT's for self screening.

- b) Reinforce these messages through resort web sites, social media and eDM's.

5.2. Resort Entry

- a) Encourage all vehicles with pre-paid resort entry permits to by-pass Resort Entry to avoid unnecessary interaction between visitors and staff.
- b) Maintain staff safety screens at point of service.
- c) Encourage anyone purchasing their permit at Resort Entry or stopping to pay the additional fee to collect their pre-paid permit, to pay with a card rather than cash.
- d) Capture the name and phone number of the driver of any vehicles purchasing their permit at Resort Entry.
- e) Record the registration number, date and time of vehicles entering and exiting through Resort Entry.

5.3. Parking

Monitor the available number of carparks available for day visitors and make this real-time information available through the resort web site to discourage people coming if they have not purchased their permit and the carparks have reached capacity.

5.4. In Resort Visitor Transfers & Transport

All visitor transport provided by the FCARMB (or its contractors) is public transport, which means it is subject to the same requirements that apply to public transport.

<https://www.ptv.vic.gov.au/more/coronavirus-covid-19/>

Aspects common to all modes of visitor transport are:

- Provide training to drivers that they must wear masks, are not to set air-conditioning to recirculate, and should have a window open where possible.
 - Remind passengers to wear masks when in the vehicle.
 - Permit passengers to use every seat, with the exception of oversnow vehicle cabins which are driver only.
 - Maintain a supply of single use facemasks on each vehicle for passengers to use as a last resort.
 - Where possible, hand sanitiser should be made available on all vehicles and everyone in the vehicle should sanitise hands on entry.
- a) Carpark & BHP Road Shuttles.
 - Remind people waiting in queues to maintain physical distancing.
 - Permit passengers to use standing room.
 - b) Oversnow Village Transfer and Shuttles
 - Run a timely and consistent service with vehicle tracking available to minimise the time that passengers need to spend waiting at a shuttle stop.
 - Remind people waiting at shuttle stops to maintain physical distancing.

5.5. Staff Transport

Staff transportation operates all year round and significantly increases during the snow season. It typically involves travel between local surrounding towns and the resort.

The majority of trips are 15 – 45 minutes but can be up to an hour during winter. Transport is complimentary and provided in a variety of vehicles including cars, minibuses and coaches. While there can be some change, the same staff usually take the same transfer each day.

There are no capacity limits or density quotients required for staff transport.

It is recommended that staff wear face-masks and these should be worn by everyone in a vehicle unless they have a lawful reason to not wear a face mask. Everyone in the vehicle should sanitise hands on entry and maintain physical distancing where possible.

The driver should set the ventilation settings in the vehicle to non-recirculation modes and have windows open where possible, weather permitting.

5.6. Tobogganing

- a) There are no capacity limits on the Windy Corner toboggan park.
- b) Remind people waiting in queues to maintain physical distancing.

5.7. Day shelters

There are no capacity restrictions on these public areas – however, FCARMB will:

- a) Clean day shelters, public buildings and FCARMB controlled public toilets in accordance with the relevant Government guidelines and CHO Directions.

5.8. Public outdoor areas

- a) Ensure sufficient signage is in place encouraging maintain appropriate social distancing and good hygiene protocols.

5.9. Public Events

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

- a) The FCARMB will advise any other known event organisers to comply with the Government's Public Events Framework and CHO Directions.
- b) The FCARMB will notify relevant authorities if it becomes aware of any public events which were not managed in accordance with the governments' Public Events Framework and CHO Directions.

5.10. Falls Creek Medical Centre

The Medical Centre will be operated by the Mt Beauty Medical Centre:

- a) Maximum capacity and physical distancing signs are displayed at point of entry and hand sanitiser provided to all patients on arrival.

- b) Potential patients are encouraged to arrange telehealth GP consultations where possible, and to otherwise make a booking to minimise the time they are within the waiting area.
- c) A separate respiratory treatment centre will be established in the Gully Gateway complex to receive patients exhibiting any respiratory symptoms.

5.11. Waste Management

The FCARMB through its contractor 4 Site Australia is responsible for collecting and managing recyclables, organic and general household waste across the resorts. These should continue to be placed into the plastic bags provided, sealed or tied firmly closed, and placed within the nearest rubbish hut (as per the Operations Service Level Manual <https://corporate.falls creek.com.au/operations>)

5.12. Guest Services

The FCARMB, Falls Creek Ski Lifts and 4 Site Australia cooperate in the delivery of guest services for visitors. Guest Service, Visitor Information Centre personnel and transport operations staff will reinforce physical distancing where practicable while guiding & assisting visitors as they arrive in carparks, queue for transport at the start and end of the day and move around the ski area.

5.13. Visitor Information Centre (Slalom Street)

At the point of entry, displays emphasising physical distancing signs, provision of hand sanitiser, and protective screens are installed.

5.14. Lost & Found

Lost property is often found by staff or by visitors who hand it in at the Visitor Information Centre. While there are valuables (keys, wallets, credit cards) and some equipment, the majority is clothing (beanies, gloves, neck warmers, goggles).

- a) Dispose of any lost & found clothing as rubbish rather than retaining it for collection.
- b) Provide staff with zip lock plastic bags, with instructions to put any valuables into the bag, label the time and location where they were found and deposit them at the Visitor Information Centre.
- c) Have Guest Services staff able to advise visitors to go to the Visitor Information Centre if they have lost any valuables.

5.15. Falls Creek Ski Patrol (FCSP)

- a) Ski Patrollers to follow the COVID-19 procedures as documented by the Australian Ski Patrol Association and FCSP COVIDSafe Plan 2022 procedures.
- b) At the point of entry to change rooms, ski patrol huts, ski patrol base and the Gully decontamination station, FCSP will display maximum capacity and physical distancing signs, provide hand sanitiser.
- c) Members of the public will not be permitted to enter Ski Patrol facilities.
- d) Implement cleaning regimen in accordance with relevant Government guidelines and CHO Directions.

- e) Installation of air purification units in patrol to manage ventilation challenges (<https://www.coronavirus.vic.gov.au/ventilation>)

6. Testing

- a) Alpine Health have supplied 5000 RAT's for distribution over the course of the season for any permanent resident, seasonal residents, staff working within the resort, and long-stay visitor (greater than 7 nights) who exhibit coronavirus (COVID-19) symptoms. The tests will be delivered to venues directly, through 4 Site Australia, the RMB transport contractor.
- b) Day visitors who develop COVID-19 symptoms should return home immediately and should contact the FCARMB for assistance if they are unable to return home without using resort public transport.
- c) Visitors who are staying within the resort for less than seven days and who develop COVID-19 symptoms should return home immediately and should contact the FCARMB if they are unable to return home without using resort public transport.
- d) FCARMB will be advising all guests not to come to the resort if they have symptoms, to remain in place and undertaken a RAT.

7. Isolation and Quarantine

Isolation while awaiting test results

Individuals who have COVID-19 symptoms and are awaiting RAT results will be expected to isolate within their usual accommodation, to make suitable alternate arrangements, or to leave the resort.

Those sharing accommodation with a person testing positive to a COVID-19 test are required to follow guidelines (<https://www.coronavirus.vic.gov.au/checklist-contacts>)

Visitors

- Visitors who are staying at a resort and who develop COVID-19 symptoms are required to test using RAT's then follow <https://www.coronavirus.vic.gov.au/checklist-contacts>
- Visitors staying in self-contained accommodation can self-isolate in that space if there is no possible alternative. The person isolating should stay in a different room to other people as much as possible, sleep in a separate bedroom and use a separate bathroom if available. Self-contained accommodation is where the only people sharing an apartment, bathroom, kitchen or living area are those who ordinarily live together (such as a family) or an intimate partner.
- Visitors staying in accommodation where their sleeping space or amenities (e.g. bathroom, kitchen, living area) are shared with other members of the public who they do not normally live with, should make provisions to self-isolate elsewhere. This may include booking self-contained accommodation.

- Where visitors cannot reasonably return home (e.g. because their home is interstate) and cannot book alternative accommodation, ARMBs will endeavour to assist these visitors. This might include supporting the visitor to book alternative self-contained accommodation.

8. FCARMB Staff

All staff working for FCARMB Staff are required to have complied with the Victorian state governments directives in relation to having had the requisite program of vaccinations. <https://www.coronavirus.vic.gov.au/victorian-covid-19-vaccination-guidelines>

Before Work

Respiratory illness prevention

Do not come to work if you are or potentially are sick

You must not come to work if you have any of the following cold, influenza and/or COVID symptoms:

(source: <https://www.coronavirus.vic.gov.au/symptoms-and-risks>):

- Fever (temperature above 37.5C)
- Chills or sweats
- Cough
- Sore throat
- Shortness of breath
- Runny nose
- Loss of sense of smell
- Some people may also experience headache, muscle soreness, stuffy nose, nausea, vomiting and diarrhoea.

Instead, you should:

1. Call the Ski Patrol Manager or Assistant Ski Patrol Manager to discuss your situation.
2. Complete a COVID RAT at home.
3. Don't come to work until all your symptoms resolve, even if you test negative on a RAT.
4. Call 000 in the event of an emergency e.g. respiratory distress.

Surveillance RAT testing

All staff, in customer facing roles, or staff in FCARMB provided accommodation will be required to test a minimum of twice a week, to ensure early intervention and detection of COVID19. Unless, they are within the 12 week post having had COVID-19, as per <https://www.coronavirus.vic.gov.au/how-we-live>).

Before you leave for work on the prescribed testing regime day you must complete a COVID RAT. FCRM will provide you with RATs to undertake this testing. Obviously do not come to work if you test positive; instead, call your immediate Manager to discuss your situation.

During Work

General safe work practices

Practice good hygiene:

- a) • Avoid touching your face unless you just washed or sanitised your hands.
 - b) • Wash your hands frequently (or use hand sanitiser as the second-best alternative).
 - c) • Sanitise your hands when entering and exiting any patrol building.
 - d) • Cough or sneeze into your elbow.
 - e) • No shaking hands or hugging.
 - f) • Keep commonly shared areas like tables, kitchens, desks and toilets clean and sanitise them frequently.
- <https://www.coronavirus.vic.gov.au/checklist-contacts>
 - Management of all staff worker and accommodation contact protocols will be as defined in the above link.

Self-isolation for people who are residing with a person who tests positive for COVID-19

For staff in accommodation that is supplied by FCARMB, they will be covered under this checklist.

In summary however,

- You are a household contact if you have spent more than four hours with someone who has COVID-19 inside a house, accommodation, or care facility.
- Your household contact period is 7 days.
- You don't have to quarantine at all during this 7-day period, and you can leave home each day provided you:
 - Continually test negative using a rapid antigen test, on at least 5 days out of the 7 day period (ensure tests are spaced at least 24 hours apart).
 - wear a mask indoors when outside your home
 - notify your direct manager immediately.
 - Report the case to: <https://www.coronavirus.vic.gov.au/report>

For staff, both in the workplace and FCARMB accommodation, RAT's will be supplied as per the FCARMB [Rapid Antigen Test Work Practice](#), applied in accordance with COVID-19 Exposure and Case Management Matrix

(<https://content.health.vic.gov.au/sites/default/files/2022-01/primary-care-community-based-health-13-Jan-2022.pdf>).

Self-Isolation for people who test positive for COVID-19

Staff who test positive for COVID-19, in FCARMB accommodation facilities, are where possible to immediately self-isolate. FCARMB will manage alternative accommodation resources for any impacted shared facilities staff members.

Assistance will be provided to those who elect to be removed and isolate in the FCARMB Horseshoe Creek apartment (COVID Isolation Centre (CIC)).

9. Surrounding areas

The journey visitors to Falls Creek Alpine Resort undertake is varied, with the majority coming from Greater Metropolitan Melbourne and North East Victoria and Southern NSW. Travelling via either the Hume Freeway, Murray Valley Highway, Kiewa Valley Highway, Riverina Highway and Olympic Highway. Major townships through which visitors pass are spread across the North East local government areas of Alpine, Benalla, Indigo, Wodonga, Towong and Albury, with the the nearest significant townships of Bright and Mt. Beauty providing food, beverages, fuel, accommodation, chain hire and clothing & equipment hire to many resort visitors. Principally, these shires plays an important role in minimising the risk of COVID-19 transmission to and from people who visit or work at the resorts. Accordingly, the FCARMB will:

- a) Publish a copy of this COVIDSafe plan on the Falls Creek Alpine Resort website <https://corporate.falls creek.com.au/business> for the Shire and other retail outlets in these surrounding areas and townships to assist and consider in developing their own plans.
- b) Discuss any emerging issues with Shire representatives as required.
- c) Liaise with Alpine Health and the Ovens Murray Public Health Unit on all matters relating to management of COVID issues within the resort.

10. Emergency Services

Emergency Services providers (Vicpol, Ambulance, CFA, Hospitals, SES) are critical in maintaining safety and responding to emergency situations within the resorts. Vicpol are also the only body based in the resorts permitted to enforce the Government's COVID restrictions. Ambulance Victoria maintains staff and a vehicle within the Medical Centre building and is responsible for transferring critical patients to hospital. The FCARMB will:

- a) Provide a copy of this COVIDSafe plan to Vicpol.
- b) Publish a copy of this COVIDSafe plan on the Falls Creek Alpine Resort website here <https://corporate.falls creek.com.au/business> for Emergency Services providers and members of the Municipal Emergency Management Planning Committee to consider in developing their own plans.
- c) Discuss any emerging issues with Emergency Services providers as required.

11. Important contacts

Department of Health: Coronavirus (COVID-19) hotline 1800 675 398

www.coronavirus.vic.gov.au

Ovens Murray Public Health Unit: outbreaks@awh.org.au

Appendix 1 – Falls Creek Alpine Resort Stakeholders

- Falls Creek Alpine Resort Management Board & Employees
- Falls Creek Chamber of Commerce
- Falls Creek Alpine Association
- 4 Site Australia
- Falls Creek Ski Lifts
- Falls Creek Tennis & Social Club – residents and community stakeholders.
- Falls Creek Ski Patrol
- Snow Australia – Cross Country National Team
- World Loppet and Kangaroo Hoppet Committee
- Commercial accommodation properties (including individual apartment rentals)
- Disabled Wintersports Australia
- Emergency Services providers
- Equipment & clothing rental outlets
- Food & Beverage Operators
- Club Lodges
- Alpine Shire
- Benalla Shire
- Indigo Shire
- Wangaratta Shire
- Wodonga City Council
- Towong Shire
- Albury City Council
- Falls Creek Post Office
- Falls Creek IGA/Foodworks
- Mt Beauty Medical Centre
- Falls Creek Medical Centre
- Falls Creek Primary School
- Falls Creek Alpine Academy
- Falls Creek Race Club
- Tour Operators, Bus Companies & Passenger transfer services
- Transport & Freight Operators (KDS, Remo's)
- Other contractors (including painters, electricians, builders)
- Other suppliers (telecommunications companies, gas & electricity suppliers)
- Professional Service providers (real estate offices, business permit holders)
- Victorian Alpine Resort Management Boards
- Retail outlets
- Regional Roads Victoria



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