DULMISON SKI CLUB LIMITED
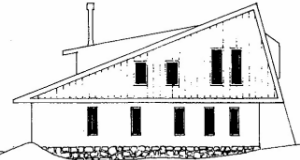
Thredbo Village

Perisher Valley

Dulmison COVID-19 Safe Operating Plan

Version: V3.0 – 10 June 2021

Contents

1.   **Document Control**

Version	Status	Author	Reason for Change	Review date
Initial Draft	Draft	R. Hooley	Initial Draft	23 May 2020
V1.0	Draft for Lodge Committee	R. Hooley	Review and stakeholder comments captured	3 June 2020
V1.1	Draft for Board	R. Hooley	Review Emergency Procedure	18 June 2020
V2.0	Approved	R. Hooley	Endorsed by Board for implementation	22 June 2020
V3.0	Approved	R. Hooley	Redraft for 2021 Season Endorsed by Board for implementation	10 June 2021

NOTE 1: This document should be read in conjunction with the suite of Dulmison COVID-19 documents as updated from the NSW Government and SafeWork NSW Websites and as changes are identified.

NOTE 2: Under this plan, reference to "Guest" includes both Members and Non-Members registered through the Booking System and accommodated only at their designated Lodge.

Dulmison COVID-19 Safe Operating Plan

2.   **Plan Objective**

Our objective is to reduce transmission from an infected but not diagnosed person to others in the lodge environment and put in place appropriate operating guidelines for use and occupation of the Lodges.

Under Work, Health and Safety Regulations, Dulmison Ski Club Ltd is required to specifically identify risks, plan for, and manage the health and safety risks and issues that arise during this designated COVID-19 pandemic.

The Plan also seeks to protect the financial position of the Club for its members.

This Plan outlines a framework to allow the Club to operate at an optimal level allowable under NSW Government regulations and our member expectations during the declared COVID-19 restrictions. The Plan will evolve as regulations and health orders change.

Under this Plan, policies and decisions about club activities and lodge availability will be balanced against the need for the safety of guests, visitors and our Lodge Managers. Health and wellbeing are paramount and, as such, we are all required to comply with all relevant directions and requirements of this Plan.
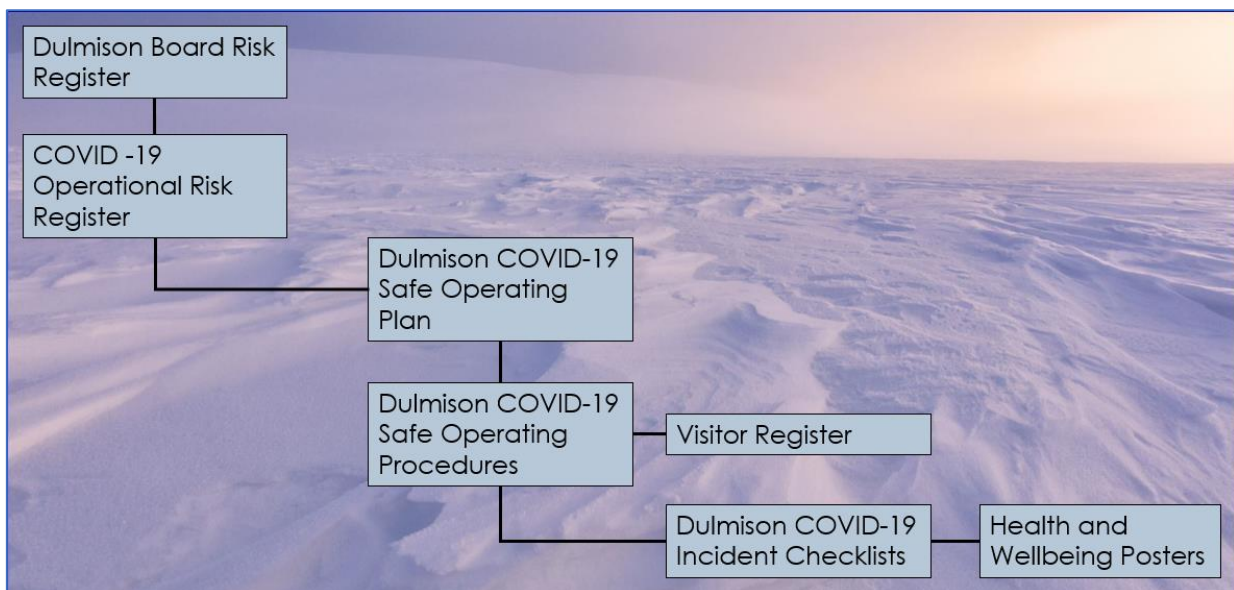

Figure 1: Dulmison Covid-19 Operational Framework

3.   **Background**

Dulmison has undertaken a risk management approach for the Perisher and Thredbo ski lodges operating requirement under the prevailing restrictions. Risk registers have been prepared by the Board and Lodge Committee to develop operating procedures, required for a COVID-19 safe environment. These procedures have been developed in consultation with our contractors engaged to manage the lodges. Associated with the procedures are checklists and posters to reinforce health and wellbeing.

This document should be read in conjunction with the suite of Dulmison COVID-19 documents as updated from the NSW Government and SafeWork NSW websites as changes are identified.

4.   **Considerations under this Plan.**

This plan follows the recommendations and directions of the Commonwealth Government, NSW State Government and respective Government Departments, in particular, NSW Health and National Parks and Wildlife Service within the Kosciuszko National Park (KNP), each lessee and licensee is obligated under the NSW Public Health Order, to ensure that the COVID-19 Restrictions are adhered to on its premises.

4.1   **Lodge Management Approach to Achieve Legal Obligation Compliance:**

- Health declarations to be provided by guests before arrival at a Lodge.

- Practise of responsible hand and respiratory hygiene.

- Maintenance of physical distancing, considering permitted number of persons in common areas at any time, based on prevailing NSW Health Orders restricting Lodge Capacity, density and size of groups.

- Restriction of guests entering the kitchen areas.

- Proper handling of meals, cutlery and condiments, across the kitchen threshold.

- Regular weekly sanitisation of the guest washing machine.

- Maintaining the NSW Covid QR Code and Visitor Register [as displayed in Appendix 4] for non-guests entering a lodge.

- Maintaining the NSW Covid QR Code and Dulmison Guest Booking Register will be maintained with current contact information for registration of Guest arrivals.

- Reporting by the Lodge Manager to the Lodge Committee Chairman any suspected infection as soon as possible.

- In the event of any Infectious Illness, the Lodge Committee Chairman must inform the National Parks and Wildlife Services [NPWS] and NSW Health in order to comply with the Dulmison Lease agreements [Perisher Clause 5.22, Thredbo Clause 16.9.]

4.2   **Guest Responsibilities:**

- If you are unwell STAY HOME. If you have symptoms on arrival at the lodge, you will be refused entry and advised to seek medical advice.

- Download and use the NSW Covid QR Code on first entry to the lodge and again at final exit of your lodge stay.

- Practice safe distancing and, if required, temporary isolation in assigned room prior to safe evacuation from the Lodge.

- Practice high levels of hand and respiratory hygiene as recommended by NSW Health, assisting Lodge Managers with cleaning of high touch surfaces where possible.

- Recognize the obligation on guests to abide by the directions of Lodge Managers - they act under the authority of the Dulmison Board and Lodge Committee, enacting the Dulmison COVID-19 Safe Operating Plan.

- If you become unwell, report it to the Lodge Managers immediately, and seek medical advice.

- Guests using the guest washing machine are required to clean the lid and control panel following use.

- If you do not comply with the requirements of this Operating Plan, you may be asked to leave the Lodge and will not receive a refund.

4.3   **Lodge Closures and Re-opening Conditions.**

Based on the current Australian and NSW Government Order, Dulmison Lodges will not be open for guests until the resorts are opened to the public. This requires restrictions to be sufficiently relaxed to enable operational and financial viability for the club. The current indication is that the restricted NSW Ski Season 2020 winter season will not commence until 22 June 2020.

The Board and Lodge Committee continue to monitor changing restrictions and impacts, endeavouring to provide earliest and optimal resumption to the lodge amenity.

The Dulmison Board has endorsed Lodge Manager contracts for Perisher and Thredbo. These include variations to previous [normal] winter season contracts to include COVID-19 Caretaker role during the time the resort and lodge is unable to be opened for guests. This Caretaker role reverts to a Lodge Manager role when the Board is satisfied that guests can be safely accommodated and managed under the prevailing obligations of Government and Kosciuszko National Park.

Timely communications with all intending guests will continue to be provided by the Dulmison Board. This will provide relevant information on Accommodation Booking, Payment, Rebate and Cancellation procedures, and as such, is specifically dealt with outside the constraints of this Plan.

5.   **Planned COVID-19 Incident Responses.**

5.1   **Current Guest - Guest develops and reports COVID-19 symptoms**

The management response of such occurrence is outlined in **Appendix 1**

5.2   **Previous Guest - Guest who has stayed during the previous two weeks reports being positive COVID-19**

This could be a report to the Lodge by the guest, or from a health authority that has identified possible risk of infection through appropriate tracking systems.

The management response of such occurrence is outlined in **Appendix 2**

5.3   **Event Log**

The recording of management response to COVID-19 events should be through an event log displayed in **Appendix 3**

5.4   **Visitor Registration**

Recording of visitors to the lodge will be through the NSW Covid QR Code**.** Guest visits between Dulmison Lodges [Perisher and Thredbo] are discouraged. If required, visitors are to advise the relevant Lodge Manager**.**

6.   **Operational Procedures**

A suite of Operational Procedures, Checklists, Visitor Register and Hygiene Posters has been assembled as a compendium to this COVID-19 Safe Operating Plan. The detailed Operating Procedures will require frequent review, additions or changes as obligations and orders legislated by Government impact on community response to the COVID-19 Pandemic.

The Operational Procedures will include:

- Health Declarations.
- Obligation to follow directions from Lodge Managers.
- Lodge Capacity, Physical distancing, including 4m2 Rule.
- Hygiene [Hand and Respiratory].
- Visitors to Lodge.

- Meals Preparation, Service and Clearing-up.
- Laundry Hygiene.
- Regular Lodge Cleaning for COVID-19.
- Notification and Management of COVID-19 Related Issues [feeling unwell].
- COVID-19 Emergency Response.

7.   Communications

This Plan will be published on the Club website with a printed copy, held by the Lodge Managers, to be made available to guests on request. Updates resulting from changing obligations and approved enhancements to this plan and the compendium documents will be treated as a Controlled Document Version. After approval, the latest version will supersede previously issued versions which must be removed from lodges and the website.

Relevant information may be published in Notices to Members and Guests or the Dulmison Dump Newsletter.

8.   Plan Awareness Training

This Dulmison COVID-19 Safe Operating Plan will be presented to Lodge Managers, Board and Lodge Committee, outlining roles and responsibilities under this Plan.

The compendium of Final Dulmison COVID-19 Operational Procedures will also be presented to ensure clear understanding and compliance to best practice. Procedures are based on best practise from WorkSafe Australia, SafeWork NSW and NSW Health. Tailoring of these procedures has been undertaken through collaboration from the Lodge Managers, Lodge Committee and The Board COVID-19 Sub-committee to ensure applicability and relevance to particularities of the Thredbo and Perisher lodges. The individual procedures are identified in **Section 6. Operational Procedures** of this Plan.

9.   **APPENDICES**

9.1   **Appendix 1: Planned COVID-19 Incident Responses - Current Guest**

COVID-19 Incident Response and Recovery Plan / Checklist

A guest staying at a lodge develops and reports COVID-19 symptoms

COVID-19 Incident Response and Recovery	☐	Actions Taken
Have you: • identified guest/s with symptoms?	☐	
• instructed all guest/s to temporarily self-isolate in their nominated rooms?	☐	
Reported the infection and obtain advice, as necessary? • contacted NSW Health health-direct hotline on 1800 022 222 or, • NPWS [Peter McCarthy Environmental and Health officer on 6450 5546]. • local medical centre Perisher 6457 5622 or Thredbo 6457 6254.	☐	
• accounted for everyone staying at the lodge. Obtain assistance from other guests in contacting them for safe and orderly evacuation?	☐	
• notified an incident to the LC Chair [or other nominated contact if not available]?	☐	
• commenced Event Log to record key information of the incident to assist Health Authorities?	☐	
• received testing results and any updated advice from Health Authorities?	☐	
• confirmed with LC Chair if guests have vacated the lodge?	☐	
• informed NPWS of the evacuation?	☐	
• kept LC Chair informed?	☐	
• located required cleaning equipment, PPE and disinfectant?	☐	
• sent the completed Event Log to the Committee?	☐	
• obtained Health Authorities and LC Chair authority to re-open lodge?	☐	
• filed all documentation / checklists?	☐	

9.2   **Appendix 2: Planned COVID-19 Incident Responses - Previous Guest**

A guest who has stayed at a lodge during the previous two weeks and reports being positive COVID-19
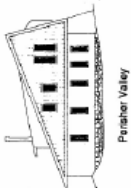
COVID-19 Incident Response and Recovery	☐	Actions taken
Have you: • received information from a guest who reports positive to COVID-19?	☐	
Reported the infection and obtain advice, as necessary? • contacted NSW Health health-direct hotline on 1800 022 222 or, • NPWS [Peter McCarthy Environmental and Health officer on 6450 5546] • local medical centre Perisher 6457 5622 or Thredbo 6457 6254	☐	
• identified all visitors, and guests staying, during the previous two weeks?	☐	
• informed all guests of reported positive case and advise them to be tested based on Health Authority advice?	☐	
• advised the LC Chair?	☐	
• started an Event Log to record key details?	☐	
• cleaned and disinfected the whole lodge?	☐	
• kept key people informed?	☐	
• sent the Event Log to the LC Chair?	☐	
• filed all documentation?	☐	

9.3 **Appendix 3: Event Log**

The Event Log is used to record information, decision and actions in the period immediately following a critical incident.

Dulmison·COVID-19·Event·Log·			
Date	Time	Information·/·Decisions·/·Actions·	Initials

9.4   **Appendix 4: Visitor Register [Used only if Visitors do not have smart device access]**

Visitor Register

Visitor Register for all people other than those registered guests at the specific lodge.
PLEASE PRINT LEGIBLY.

DULMISON SKI CLUB LIMITED

Thredbo Village   Perisher Valley

Date	Name	Organisation	Mobile phone no	Nature of visit	Time in	Time out	Signature

NOTE: When signing the Visitor Register, you will be declaring that you meet the conditions of entry and have not:
- contracted COVID-19 and have not completed the required quarantine period
- felt unwell with COVID-19 symptoms, or
- have been in close contact with a confirmed COVID-19 case in the two (2) weeks prior to their visit.

9.5   **Appendix 5: Roles and Responsibilities of Key Officers.**

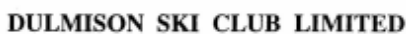| Role	Designated Person	Alternate Person
Board President	Name: Anne Maree Mitford Contact Information: 0401 999 931	Name: John Snelling Contact Information: 0421 588 987
Emergency Responsibilities: • ensure the COVID-19 Plan has been activated in respect of an evacuation, including a direction to evacuate the relevant lodge and re-opening • oversee implementation of the response and recovery section of this Plan • communicate with key stakeholders as needed • updated Board & Lodge Committee of any changes to the situation. • declare the re-opening of the relevant Lodge including notification to Booking Officers		

Role	Designated Person	Alternate Person 1	Alternate Person2
Lodge Committee	Name: Steve Reddel Contact Information: 0415 654 833	Name: Murray Howe Contact Information: 0406 998 393	Name: David Meyer Contact Information: 0418 423 325
Emergency Responsibilities: • implement the response and recovery section of this Plan in conjunction with Lodge Manager • ensure the COVID-19 Plan has been activated in respect of an evacuation, including a direction to evacuate the relevant lodge and its subsequent re-opening • determine the need for and activate the use of any alternate onsite and other response and recovery tasks, including engaging an approved contractor to undertake a Deep Clean of the entire lodge, and ensure a COVID-19 Prohibited Entry notice is placed on any lodge entrances. • communicate with key stakeholders as needed. • update Board of any changes to the situation. • declare the re-opening of the relevant Lodge.			

Role	Designated PERSON	Alternate
Perisher Winter Lodge Managers:	Name: Robyn Collier Contact Information: 0447 196 247	Name: Terry Collier Contact Information: 6457 5428
Thredbo Winter Lodge Managers:	Name: Brendan Neville Contact Information: 0407 572 007	Name: Kim Neville Contact Information: 0408 213 324
Emergency responsibilities: • Advise Lodge Committee Chair of incident and proposed actions as soon as practicable. • implement and manage the tasks in the Incident Response and Recovery Checklists • Communicate to and call on assistance from member/s staying at the Lodge at the time.		

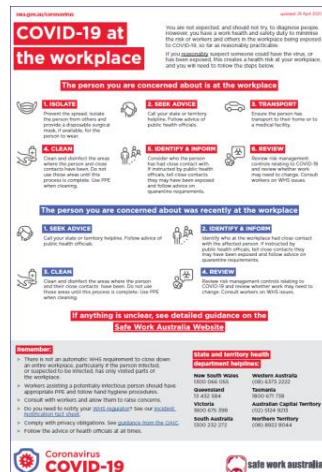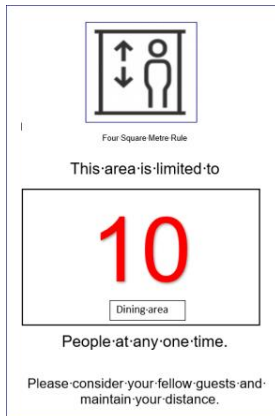9.6   **Appendix 6: Key Contacts**

DULMISON SKI CLUB LIMITED

Thredbo Village   Perisher Valley

SCHEDULE OF OFFICERS 2021

DIRECTORS	WORK	HOME	MOBILE	EMAIL
Anne-Maree Mitford (President)		9665 6995	0401 999931	amhm4h@gmail.com
Susan Eaton (Secretary)			0407 426320	seeaton26@gmail.com
Simon Ascroft (Treasurer)			0401 105645	simon.ascroft@qbe.com
Murray Howe (Vice President)			0406 998393	murray.howe@gmail.com
Mike Cook			0409 600743	mike_cook@bigpond.com
Arthur Carson			0422 278278	family@carsonsathome.org
John Snelling		9960 8654	0421 588987	john.snelling@outlook.com
LODGE COMMITTEE				
David Meyer (Chair)	9426 7900	4872 1132	0418 423325	dmeyer@orion-fire.com.au
Michael Cook			0409 600743	mike_cook@bigpond.com
Ross Hooley			0411 030605	rosshoo@bigpond.net.au
Murray Howe			0406 998393	murray.howe@gmail.com
Stephen Reddel			0415 654833	swreddel@sydneyneurology.com.au
Brett Williams			0415 233730	brett@newlife.com.au
BOOKING OFFICERS				
WINTER:				
Stephanie Raphael			0439 982610	bookings@dulmisonskiclub.com.au
SUMMER:				
Pip Bradhurst			0400 004180	pipbradhurst@yahoo.com dulmisonbookings@gmail.com
ADMINISTRATION OFFICER				
Lisa Stallworthy			0401 954043	dulmison@hotmail.com

LODGES	ADDRESS	MANAGERS FLAT	EMAIL
Thredbo Managers : Kim & Brendan Neville Lodge-	PO Box 146, Thredbo Village, Thredbo, 2625 Apartment 1/ 2B Diggings Terrace	6457 6279 0407 572007 (Brendan) 0408 213324 (Kim)	dulmisonthredbo@bigpond.com filteredfresh@bigpond.com kim.neville@bigpond.com
Summer Manager	Will Hollis	0433 360 062	will_hollis@ymail.com
Perisher Managers Robyn &Terry Collier Lodge	PO Box 76, Perisher 2624 Flame Robin Pl	6457 5428 0447 196247 (Robyn)	dulmisonperisher@bigpond.com rtcollier@iprimus.com.au

9.7 Appendix 7: Posters for display at Lodges