

# GAFIA SKI **GAFIA SKI** LODGE



# OPERATIONS MANUAL

A Guide for GAFIA Guests:

- Opening and closing the lodge
- General operation of lodge facilities

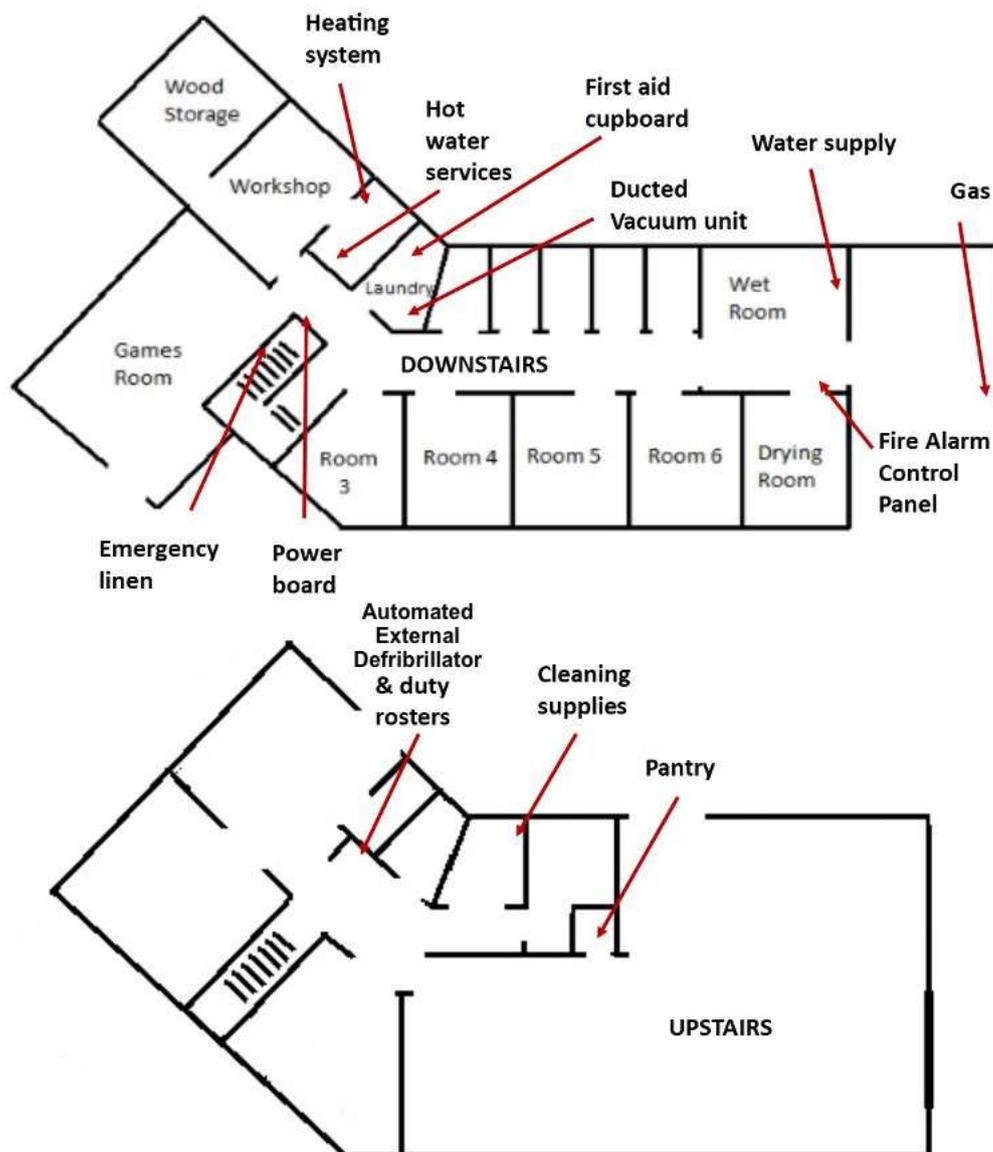
# Table of Contents

<b>Location of Facilities and Services .....</b>	<b>3</b>
<b>Usual Opening and Closing Procedures .....</b>	<b>4</b>
<i>Electricity/Power.....</i>	<i>5</i>
<i>Central Heating System .....</i>	<i>5</i>
<i>Hot Water Service .....</i>	<i>7</i>
<i>Wood Heater.....</i>	<i>7</i>
<b>Lodge Facilities and Procedures .....</b>	<b>9</b>
<i>Vacuum Cleaner.....</i>	<i>9</i>
<i>Garbage .....</i>	<i>9</i>
<i>Kitchen Area.....</i>	<i>10</i>
<i>Recreation Facilities.....</i>	<i>11</i>
<i>Linen and Bedding .....</i>	<i>11</i>
<i>Telephone .....</i>	<i>11</i>
<i>Duty Roster .....</i>	<i>11</i>
<i>Automated External Defibrillator.....</i>	<i>11</i>
<b>Additional Procedures for Lodge Systems .....</b>	<b>12</b>
<i>Complete opening and closure of all lodge systems .....</i>	<i>12</i>
<i>Water .....</i>	<i>13</i>
<i>Gas .....</i>	<i>13</i>
<i>Hot Water Service .....</i>	<i>15</i>
<i>Changing vacuum cleaner bag.....</i>	<i>17</i>
<b>Emergency Procedures.....</b>	<b>20</b>
<i>Fire .....</i>	<i>20</i>
<b>Emergency Contacts.....</b>	<b>21</b>

## Welcome!

Welcome to GAFIA lodge. We hope that you find the lodge comfortable and enjoy your stay. This manual provides basic information about the operations of lodge facilities to supplement the information provided to you by the booking officer. If you have any difficulties or are unable to find answers to your questions in these pages, contact numbers for people who can help you are available on page 21.

## Location of Facilities and Services



## Usual Opening and Closing Procedures

The majority of winter guests will immediately follow departing groups and find most services already in operating mode. The following basic opening procedures may be required on arrival:

- Turn on electricity
- Turn on central heating (if required)
- Turn the hot water service(s) up to operating temperature
- Light fire (if required).

Before departure, all guests are requested to:

- Ensure names of all guests have been recorded in the lodge register
- Ensure all duties have been completed from the Duty Roster list
- Check that all external doors are locked.

One or more of the following additional procedures may be requested if new guests are not expected to arrive as you depart. The booking officer will let you know in advance if the following basic 'shut down' procedures are required:

- Ensure all windows are shut and wooden security bars are in place
- Turn off central heating system
- Turn the hot water service(s) onto 'vacation' mode
- Turn off electricity.

Very occasionally guests may arrive after the lodge has been unoccupied for an extended period or leave when the lodge is expected to remain vacant for some time. Under these circumstances additional opening or closing procedures may be requested. Please turn to page 12 for further instructions.

## Electricity/Power

Electricity is produced on the mountain and reticulated to the lodges. This electricity is expensive compared to domestic supplies so please be conservative in your use of power. **Please turn off all unwanted lights.**

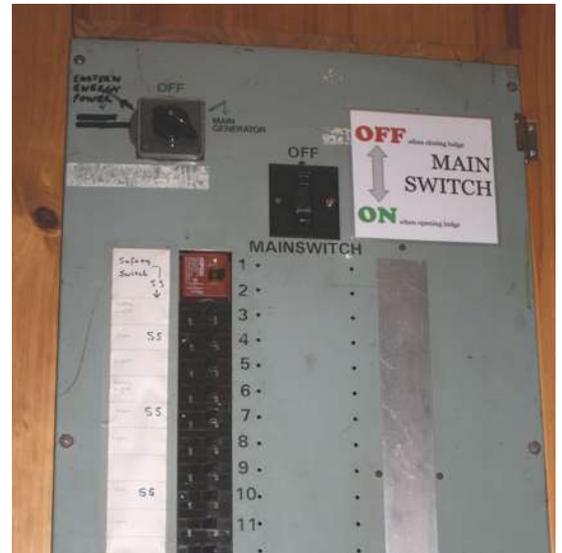
The switchboard is located at the foot of the stairs.

Opening:

- Ensure the left upper switch is turned to 'Eastern Energy Power' position
- Flick the main switch down to the 'ON' position.

Closing:

- Flick the main switch up to the 'OFF' position.



## Central Heating System

GAFIA lodge has a hydronic heating system servicing the bedrooms, upstairs reading room, games room and drying room.

The boiler for the heating system is located in the same room as the hot water services. In 2017 the heating system was replaced by a new Bosch unit which is mounted on the wall to the left of the door and is used to heat the lodge. However, the old boiler, mounted opposite the door, remains in place as a back-up system. Do not turn the back-up system (page 6) on unless the main system fails.

Opening:

1. Ensure both the power and the gas have been turned on
2. Open the outer case, and turn the left-hand knob to number 5
3. Close the case.

Closing:

Turn the knob back to the 'snowflake' position.



### *Back-up heating system*

Do not turn the back-up system on if the main (Bosch) system is running. If there is any reason that the back-up system is required (usually the booking officer will advise if this is the case), the unit is operated as follows:

Ensure the water valve is on, with the red knob being parallel to the water pipe at the rear of the unit.

Click the switch on the left side of the unit to the 'ON' position.

**There is no need to alter the position of any other valves or switches.**

Closing:

Click the switch to the 'OFF' position.



### *Heater panels:*

- The temperature of each panel can be adjusted individually via a thermostat control on the right-hand side
- Most of the rooms get warm overnight and a low setting (1-2) is generally sufficient.



Panel heating control

## Hot Water Service

There are two hot water services, both located in the small room off the workshop. During the winter when the lodge is often fully occupied, both hot water services are used to keep up with demand. During low occupancy periods, the service on the right may be isolated and turned off. On arrival, most guests will either find the hot water service(s) on and operating at full temperature, or turned down to 'vacation' mode.

### *Adjusting the temperature from 'Vacation' Mode*

If the lodge is not occupied for a few days, the hot water services are turned to 'vacation' mode to reduce energy use. The left hot water service can be turned back to a higher temperature using the white dial (from 'vacation' to warm/hot), and the right hot water service using the black pilot knob (from the '\*' position to '●').

This is all that will usually be required of guests in relation to the hot water services. For further details about their operation, including instructions for lighting from a complete 'shut down', please refer to page 15.



## Wood Heater

The kitchen and lounge area upstairs are heated by a wood heater. Firewood is stacked in the storage room off the workshop, next to the recreation room downstairs. A tomahawk for splitting kindling is located in the wood storage area.

### *Lighting:*

- Clean surplus ash/charcoal from base of fire box, leaving a bed of ashes about 2 cm deep on which to set new fire.
- Place several pieces of crumpled paper on the fire box floor. Cover with dry kindling.
- Place 3-4 small pieces of firewood on top of kindling.
- Open the damper lever FULLY by pulling it diagonally to the left, away from the fire box.
- Light with a match.
- Close the door to prevent smoke spillage. If necessary, the door can be left slightly ajar to create a draught to get the fire burning well.
- **Once a draught has started and firewood is fully ignited, ensure that the door is fully closed and latched.**



### *General operation:*

After burning on high for 20-30 minutes the wood heater will have reached operating temperature. You can slow the burn down if required by pushing the damper in towards the closed position.

- The wood heater has an **electric fan**, operated by a dial on the lower right side of the fire box. Turn the fan on to the preferred speed setting. If the fan does not start up on turning the dial, check that it is plugged in and turned on at the wall under the bookshelves.
- **To refuel**, open the damper, wait a few seconds, open the door slowly and add new fuel. After reloading, leave the damper open for 15-20 minutes to allow new fuel to catch freely. After this, readjust the damper to the desired setting for maximum efficiency.
- The fire tends to burn most efficiently with the damper fully open. Hence to control the temperature, it is better to burn a small amount of wood with the damper fully open rather than a large amount with the damper closed.
- **Please be conservative with your use of wood.** 2-3 large logs at a time are usually sufficient. Wood is expensive and all stacked by hand...our members will thank you for using it wisely!
- **Overnight use:** Approximately half an hour before retiring, open the damper fully and load fire box with three or four large pieces of wood. When all wood is alight, close the damper by pushing it in towards the fire box. Turn fan either off or down to the lowest setting.

### *On departure:*

If the fire is still burning, open the damper and leave the fire to burn out.

If the fire is out and ash is COLD, clear excess ash and dispose of this outside, well away from the lodge (NOT on the deck!). Leave a bed of ash about 2cm deep (no higher than the level of the door opening).

Please ensure all wood boxes are filled and kindling split in preparation for the next group.

## Lodge Facilities and Procedures

### Vacuum Cleaner

The lodge has a ducted vacuum cleaning system. The vacuum hose is stored in the cupboard in the laundry.

#### Operation:

Insert the hose into one of the ports as shown below. The vacuum cleaner should start automatically.

Do not use vacuum cleaner for hot ash or liquids.

If the hose is not sucking up dirt:

- Check hose for blockages
- Check that ALL ports are closed
- Check to see if the bag is full. The vacuum unit and replacement bags are located in the cupboard in the laundry. Replace the bag if necessary, following instructions on page 17.



### Garbage

Black garbage bags to line the black bin in the kitchen are located in the left-hand drawers (third drawer down) in the kitchen. These are also used to line the rubbish bin in the wet room just inside the front door.

Recyclables are placed in the grey bin in the kitchen. This should be lined with the large clear plastic bags that are kept in the same drawer as the black garbage bags. When the supply in the drawer gets low, the clear plastic bags are available free of charge from the Visitor Centre, adjacent to the car park. A laminated notice on the noticeboard outlines the types of materials that can be recycled.

#### On departure:

- Please empty all rubbish bins.
- Take all garbage and recyclables to the covered garbage shelter in front of Banksia lodge or to the nearest outdoor bins or mobile transfer station (a trailer with multiple bins). A mobile transfer station can usually be found near the day car park. Additional bins can sometimes be found on the roadside closer to the lodge.

## Kitchen Area

The kitchen is a communal area; please keep it tidy and clean.

### *Ovens and Grillers*

The four gas stoves were replaced in 2023. To light the ovens and grillers, turn on the required oven or griller knob and press the ignition switch beside it.

### *Pantry (with red door)*

The pantry contains:

- Food for communal use, left by previous guests. Feel free to leave any left-over *non-perishable* items in here on departure. Sugar is kept in the pantry in a clear plastic storage container.
- Miscellaneous items, including sponges and cleaning items.
- Toys, jigsaw puzzles and games. After use, please return any items used to their appropriate drawers (labelled) or boxes. Please keep these items as tidy as possible for future use.

### *Cleaning supplies/toilet rolls*

Cleaning supplies and spare toilet rolls are kept in the cupboard under the sink in the middle bathroom upstairs. A small supply of additional toilet rolls is kept in the cupboard under the sinks in the laundry.

### *Fridges*

**If you have been asked to turn OFF the power on leaving the lodge, please leave the fridge doors open when you leave** to prevent mould accumulating inside while the power is off.

### *Tea towels and bath mats*

Tea towels are kept in the drawers under the crockery cupboards and bath mats under the basin in the middle upstairs bathroom. Before leaving, please handwash these in the laundry (washing powder available) and hang to dry in the drying room. Some guests prefer to bring their own tea towels and bath mats.

## Recreation Facilities

Several indoor recreation facilities are available for guests to enjoy. The downstairs recreation area has a pool table, table tennis table and table soccer game. Board games and jigsaw puzzles are also located in the pantry upstairs and guests are welcome to make use of the books on the shelf in the lounge. Please treat all these items with respect and ensure that all playing pieces, pool cues etc are returned to their places after use.

Toy boxes are also provided for the use of our younger guests, located in the pantry. Toys are organised into drawers, with contents labelled. Please ensure that all pieces are returned to their drawers so that the next guests can enjoy them too.

## Linen and Bedding

All guests are expected to bring their own linen or sleeping bag, including a pillowcase. A small supply of linen is available for emergency use, located in a plastic tub in the cupboard under the stairs in the recreational room. If you need to use anything from this supply, please arrange to wash and return after use. If it is not practical to wash the items at the lodge, take them home with you and contact the booking officer to arrange to return to one of our members.

Several **port-a-cots** are available for the use of families with young children. Two are located in the cupboard under the stairs and one in the reading room upstairs. Please fold and return to these locations after use.

## Telephone

The telephone located on the landing of the first floor is no longer in use.

All mobile phones usually have coverage in the village area, but reception is patchy elsewhere.

## Duty Roster

All guests are responsible for the cleanliness of the lodge. Blank duty rosters are located near the lodge telephone. Each guest is requested to write their name next to one or two items on the list to ensure that these duties are completed. Guests are collectively responsible for ensuring all duties are completed before departure.

## Automated External Defibrillator

An Automated External Defibrillator (AED) is mounted on a shelf at the top of the stairs for emergency use in cases of cardiac arrest. The machine provides verbal instructions when used. It should only be used if the patient is unresponsive.

## Additional Procedures for Lodge Systems

### Complete opening and closure of all lodge systems

If the lodge is expected to be closed for an extended period of time, additional shut down procedures may be requested.

It is uncommon for guests to be asked to attend to any of these additional procedures, and the booking officer will advise guests in advance if any are required.

#### *Summary of full opening procedures:*

- Turn on electricity
- Turn on water
- Turn on gas
- Turn on heating (if required)
- Light hot water service
- Light fire (if required).

#### *Summary of full closing procedures:*

- Turn off electricity
- Turn off water and drain lodge pipes
- Turn off gas
- Turn off heating
- Turn off hot water service.

Full opening and shut down procedures for electricity, heating and the fire is as described in previous sections. Additional instructions for gas, water and hot water services can be found if required in the following section.

## Water

It is possible for water to freeze in the pipes if the lodge is left unoccupied and unheated for extended periods in winter. If necessary, water can be drained from the lodge plumbing using the inlet and drain valves located inside the front door in the wet room.

*If water has been drained, on opening the lodge:*

- Close the drain valve (on the smaller copper pipe) by turning fully in a clockwise direction.
- Open the valve on the inlet pipe (the larger insulated pipe) by turning fully in an anticlockwise direction.

*To drain the lodge on closing:*

- Close the valve on the inlet pipe (left pipe) by turning in a clockwise direction.
- Open the draining valve (right pipe) by turning in an anticlockwise direction.



## Gas

The gas meter is located outside the lodge in the entrance porch.

*Opening:*

Turn the yellow gas lever in an anticlockwise direction so that it is parallel to the pipe.



*Closing:*



Ensure all gas appliances are turned off (including the hot water service and heating system)

Turn the yellow gas lever in a clockwise direction so that it is perpendicular to the pipe.

### *Gas Failure Procedure:*

If gas appears not to be flowing after you have turned it on at the meter, please check the following:

- Recheck that the gas valve is turned on correctly
- Check the reset valve on the meter
- On the inlet pipe just beside the gas meter there is a small clear plastic cap, with a label above that reads 'pull to reset'
- Unscrew the plastic cap to expose the brass nipple
- Gently pull the brass nipple by hand to reset the gas meter. Ensure that the brass nipple is fully extended, but do not force it or use pliers or other tools
- Screw the plastic cap back on and check the gas flow
- If this fails after repeated attempts, call any of the GAFIA emergency numbers.

*Reset Valve*



### *Gas Lights*

None of the gas lights in the lodge are operational.

## Hot Water Service

There are two hot water services, both located in the small room off the workshop. The left hot water service (No 1) labelled 'upstairs' was installed to provide water for the upper level and the laundry, but has since been plumbed to provide hot water for the whole lodge. The hot water service on the right (No 2) provides water for the lower level only but can be used to supplement the supply of hot water to the whole lodge in times of high demand.

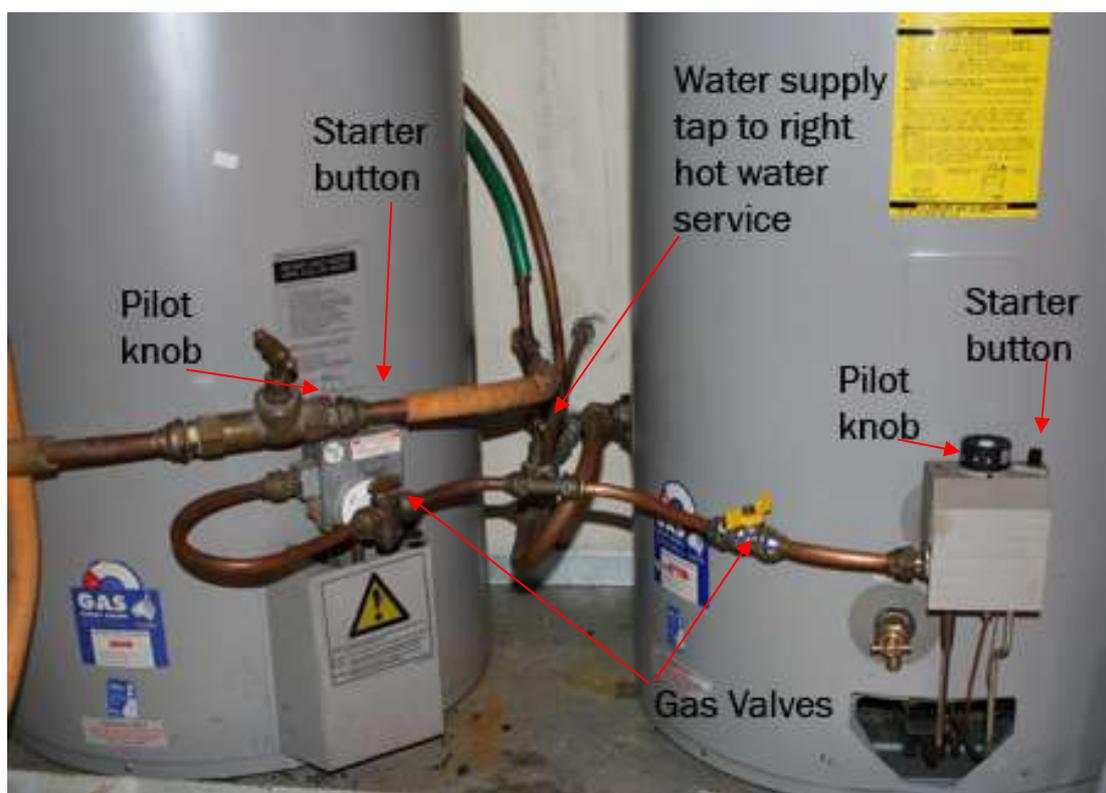
Usually, the most that guests are asked to do is to turn the temperature up from 'vacation' mode to operating temperature (see page 7).

If the hot water services are turned off altogether, follow the instructions on page 16 for lighting.

**NOTE:** Taps are turned **ON** by rotating the handle fully anticlockwise.

Taps are turned **OFF** by rotating the handle fully clockwise.

This is also true for valves that have a wheel to turn.



Hot water services

## Opening:

### 1. Left hot water service (No 1), labelled 'upstairs'

This hot water service is now plumbed to supply the whole lodge.

Follow instructions on the hot water service, which are broadly as follows:

- Turn the gas valve tap on the copper pipe going into this hot water service so that it is parallel to the pipe.
- Turn the pilot knob on the hot water service to 'pilot' and depress it. Hold it down for 30 seconds. NB: If the gas has been turned off for some time it may take up to five minutes for the gas to flow through – patience is required!
- Depress the electronic starter button repeatedly whilst depressing the pilot knob until the pilot light stays on – you can see the pilot light by looking carefully through the small inspection hole. NB: If the pilot light will not light using the electronic starter, you may need to use a long match or taper.
- Release the pilot light button after about 30 seconds. The pilot light should stay alight.
- **Keep face clear** and turn the main control knob to 'on' to light the main burner.
- **To operate the left hot water service to supply the whole lodge ensure the red valve between the two hot water services (photo below) is open. Also check that the water supply tap to the right hot water service is turned off. (This is to ensure that cold water from the right hot water service, which is turned off, is not drawn into the hot water pipes).**

### 2. Right hot water service (No 2)

This hot water service is used as a back-up, or to supplement the hot water supply in times of high demand. It is isolated when not required. To make it operational you must:

- Turn on the water supply to this heater – the tap is on the water inlet on the pipe going into the base of the hot water tank (see photograph on page 15).
- Close the red valve (tap) on the curved pipe at the top of the heater as shown.
- To light the hot water service, follow the procedures outlined for the left hot water service above.

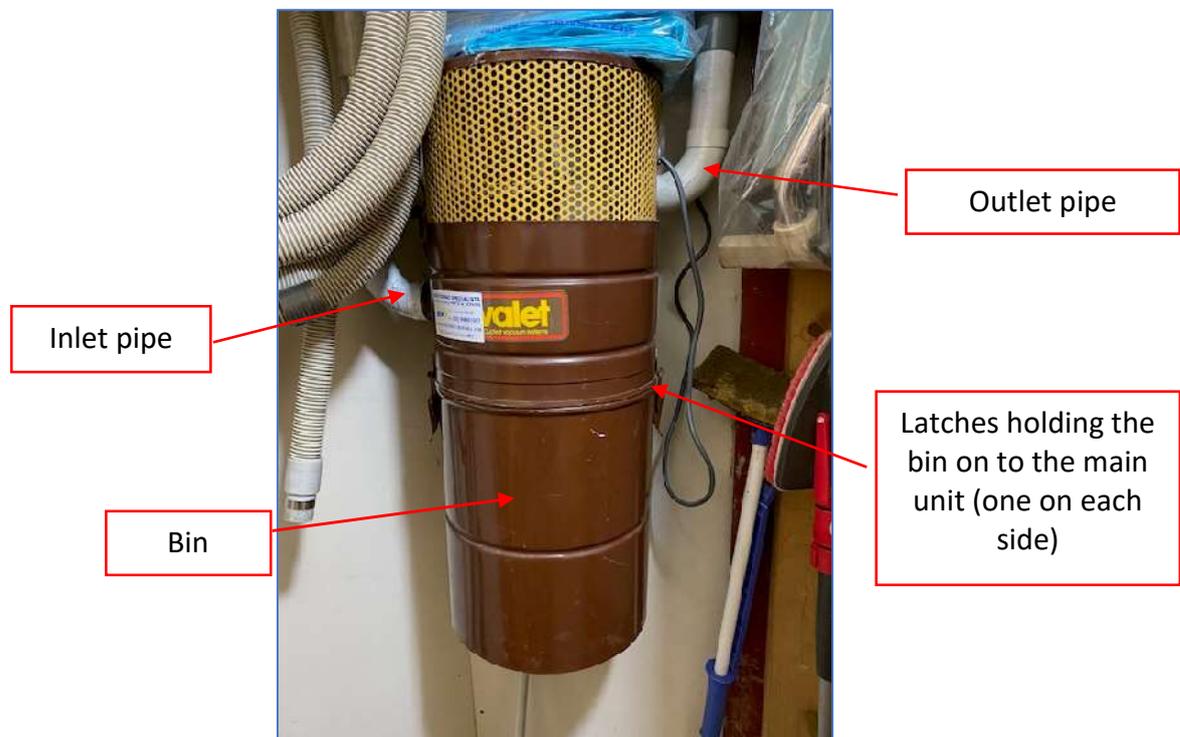


### *Closing:*

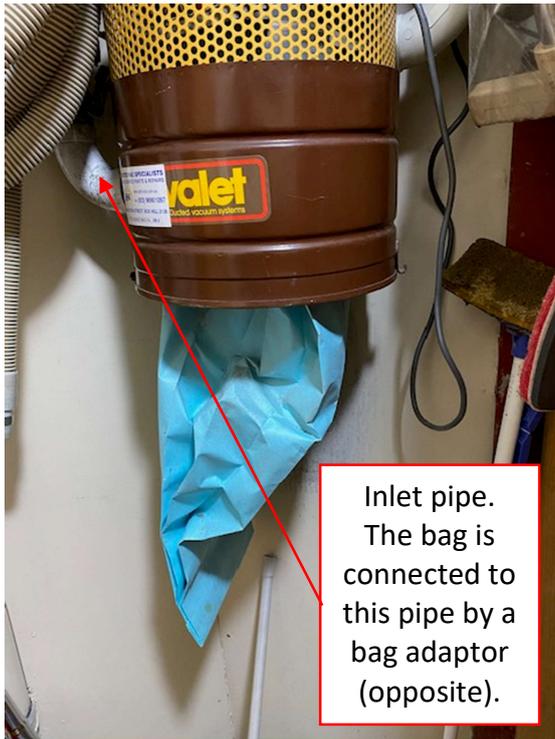
- Turn the pilot knob(s) on the hot water service(s) to 'OFF'.
- Turn the valve(s) on the copper pipe(s) so that it is positioned at right angles to the pipe.
- If you have been using the hot water service on the right, turn off the supply tap at the bottom of the hot water service, and open the red supply valve above.

### Changing vacuum cleaner bag

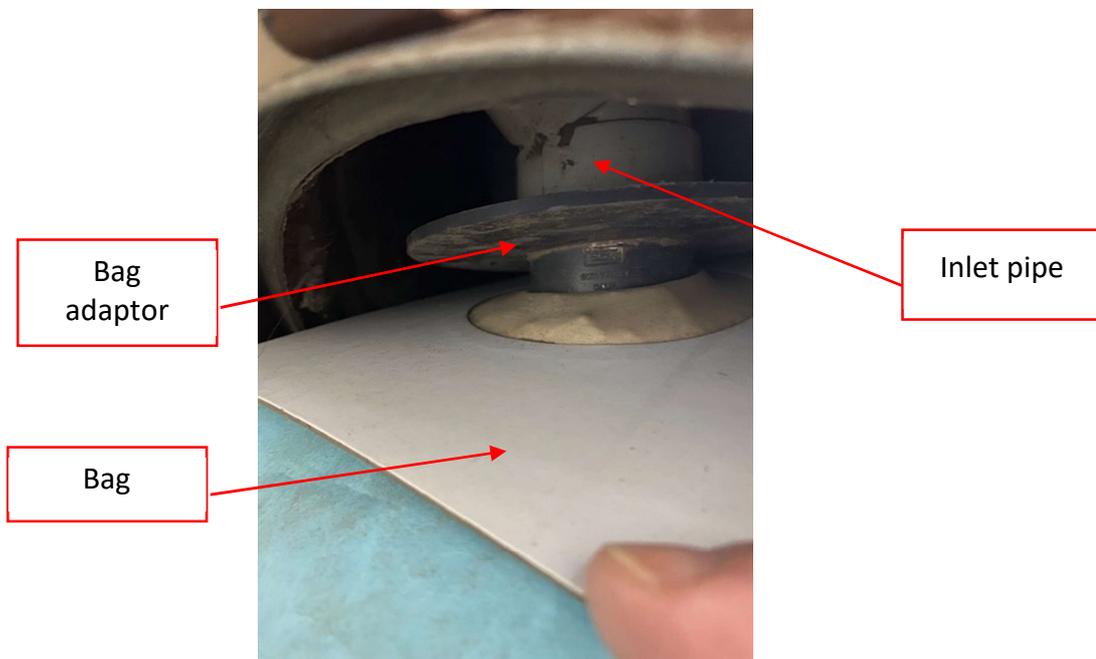
The lodge has a ducted vacuum cleaning system. The vacuum cleaner is in the cupboard in the laundry, along with the hose and other fittings (see page 9).



Unclip the latches to remove the bin.



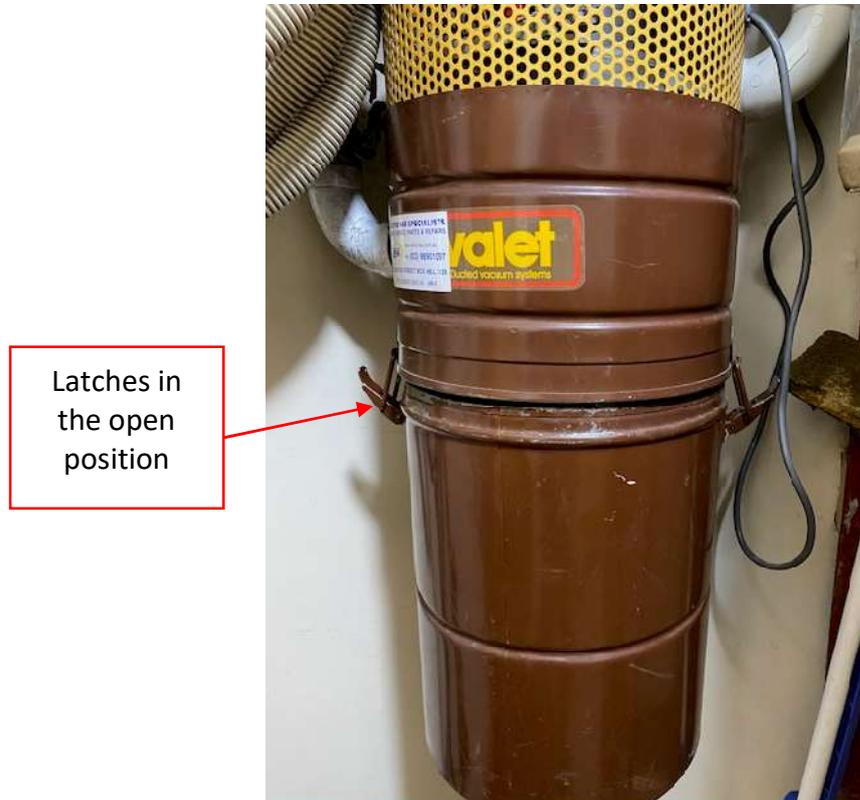
The bag adaptor (above right) is attached to the end of the inlet pipe inside the vacuum cleaner. On our unit it is black, not white. The bag is attached to the bag adaptor.



When the bag is full, remove it from the bag adaptor. If the bag adaptor comes off with the bag, pull the adaptor out of the bag and reconnect it to the inlet pipe inside the vacuum cleaner.

Install a new bag by pushing the plastic opening of the bag securely over the flanges on the bag adaptor. If it is not securely in place, dust may leak out and damage the motor.

Replace the bin.



The easiest way to replace the bin is to hook the open latches over the hooks on the main unit, then close the latches.

Test the unit to make sure it works.

## Emergency Procedures

It is the responsibility of all guests to familiarise themselves with the EMERGENCY PROCEDURES detailed in the lounge and bedrooms.

### Fire

The lodge is equipped with smoke and heat detectors. In the event that any are activated, the fire alarm (bell) will sound. Follow fire procedures as detailed in the above locations.

**When safe to do so, the alarm can be silenced and reset as follows:**

- Open door of fire control panel located in wet room (near entrance door)
- Press the 'RESET' button
- Close panel
- Further details are outlined in the green Fire Alarm Manual located below the fire control panel.

### *Fire extinguishers and hoses*

Fire hoses are located at the bottom of the stairs and in the wet room.

To operate, firstly unscrew the red valve to free hose and **then** turn nozzle to release water.

Fire extinguishers are available in various locations throughout the lodge. Please refer to the fire procedures on the back of the bedroom doors for details.

### *Bush Fire Threat*

If a bush fire threatens the resort, resort management staff will advise guests of the most appropriate course of action. Resort management have the power to evacuate and close the resort if a day of extreme fire risk is forecast.

## Emergency Contacts

In case of technical problems at the lodge, please contact:

Graham Hirst (booking officer):	9857 5529 0420 413 493
Greg Johnstone	0417 354 443
Andrew Harding:	0478 221 147
David Harding:	0415 631 159
Mark Holden:	0407 831 312
David Hirst:	0420 360 995

Emergency contact numbers for mountain staff and emergency services are located on a list on the wall above the telephone.