

Cleaning laws explained

For booking service providers (BSPs) and vehicle owners that take their own bookings, or only provide unbooked services.

New laws for the commercial passenger vehicle (CPV) industry are in effect from 18 November 2020.

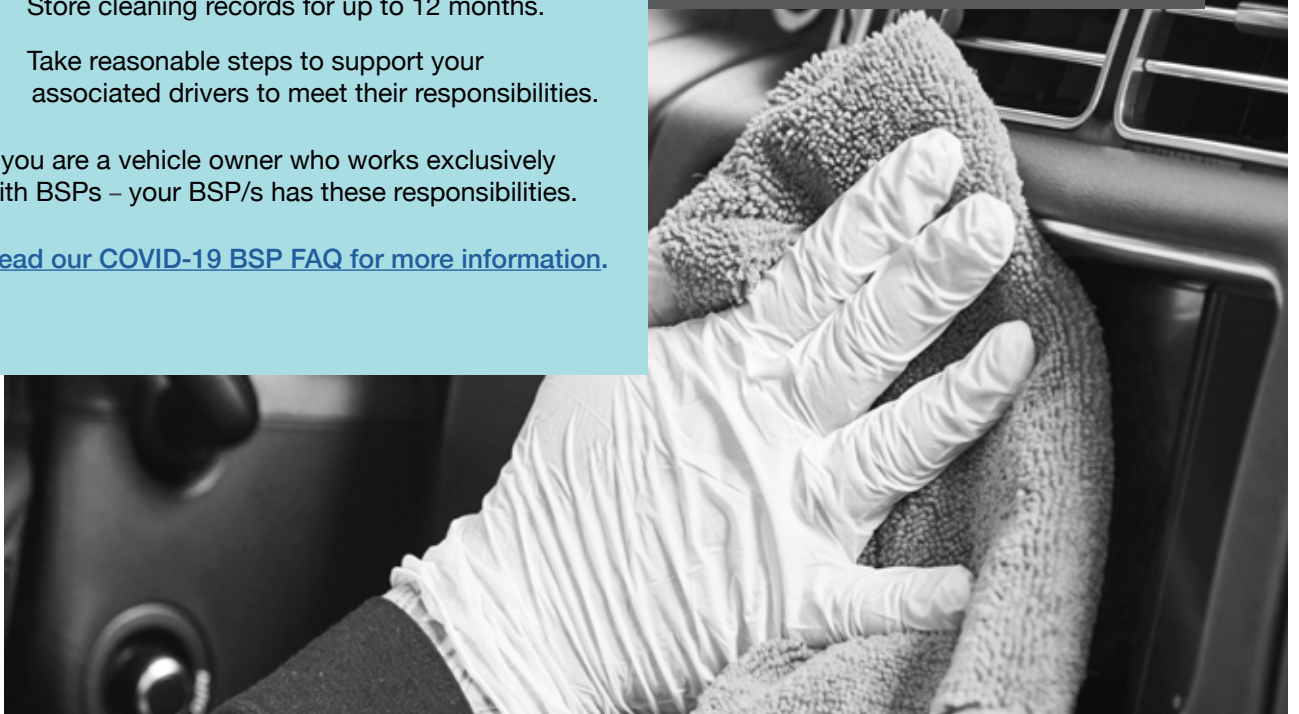
Your responsibilities under the new laws are:

- Make sure your associated drivers [clean CPVs as required](#).
- Store cleaning records for up to 12 months.
- Take reasonable steps to support your associated drivers to meet their responsibilities.

If you are a vehicle owner who works exclusively with BSPs – your BSP/s has these responsibilities.

[Read our COVID-19 BSP FAQ for more information.](#)

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WHAT ARE REASONABLE STEPS?

You must take reasonable steps to help drivers comply with their cleaning responsibilities. Examples of reasonable steps include (but are not limited to):

- providing drivers with hand sanitisers and cleaning products, where possible
- auditing a driver's cleaning activities and records
- providing training and resources to drivers on cleaning requirements and methods
- providing drivers with personal protective equipment (PPE), where possible
- instruction about how to collect records and provide them to you.

You must decide and document the reasonable steps you choose and use for your business.

CLEAN VEHICLES CORRECTLY, AT THE RIGHT TIME

Drivers must clean throughout a their shift.

Passengers are likely to touch clean surfaces before every trip.

All high-touch surfaces must be cleaned:

- at the beginning of a driver's shift, and
- if the CPV is used for private purposes in between trips – before a driver's next trip.

Surfaces a driver is likely to touch must be cleaned:

- if more than one driver uses the CPV – before a driver passes the vehicle to the next driver, or
- if you are the only driver of your vehicle – at least once per day.

Booking service providers (BSPs) and vehicle owners must take reasonable steps to make sure this happens.

[Visit our website to learn about approved cleaning products.](#)

KEEP A CLEANING RECORD

Drivers must record this information every time a vehicle is cleaned, and submit it to you:

- the vehicle registration number
- confirmation they cleaned the vehicle before their first trip
- the date and time of when the CPV was cleaned – in line with the advice on this fact sheet
- the date and time of each CPV service trip provided by the driver.

You must keep these records for at least 12 months. For example, cleaning records for November 2020 must be kept until November 2021.

We have created a [cleaning record template](#) to help industry meet this requirement.

PROVIDE SAFETY INSTRUCTION, EQUIPMENT OR ITEMS FOR DRIVERS

You must provide information or instruction to your associated drivers on:

- their cleaning responsibilities – and how to source and use approved cleaning products safely
- using your system or process for recording cleaning information.
- how to record and submit cleaning information using your system/s.

Your cleaning instruction should cover these topics:

- wearing gloves and masks when undertaking cleaning of CPVs
- approved disinfectants and approved hand sanitisers that may be used
- how to safely dispose of used cleaning products, gloves and masks
- how to clean CPVs efficiently and effectively.

Where possible, provide the following safety equipment or items to associated drivers and/or CPVs:

- approved hand sanitiser
- approved cleaning products and equipment
- cleaning safety equipment – for example, gloves, masks or eye protection.

APPROVED HAND SANITISER

An approved hand sanitiser must be available to passengers for every trip. It must have alcohol content of 60% or higher.

Check the label on the hand sanitiser you use to make sure it is suitable.



We will update this fact sheet when safety advice or laws change.
[Visit our website to make sure you have the latest version.](#)

Email safety@cpv.vic.gov.au or call us on 1800 638 802 during business hours if you have questions.

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