

# MINUTES

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## Minutes of the COVID 19 CPVV Industry Update Meeting

**Date:** 10 February 2021

**Time:** 2:00pm – 2:30pm

**Location:** Microsoft Teams Video Conference

### Attendees

Al Martin (AM) (CPVV), Ian Matthews (IM) (CPVV), Siena Rossi (CPVV), Michelle Thomas (CPVV), Hannah Norris (CPVV), Emily McLean (CPVV), Danielle Li (CPVV), Alice Nguyen, Andre Baruch, Brendan O’Sullivan, Catherine McKenzie, Colin Wells, Greg Hardeman, John Lobwein, Kelly Micallef, Lauren, Maria Silos, Paulina, Peter Valentine, Ray Kelsey, Stephen Armstrong, Toni Peters, Victoria Draudins.

### Discussion

- Al Martin (AM) welcomed all attendees and displayed presentation for discussion.
- AM made the following comments:

Note: all comments made are true and correct as at this point in time.

- Advised that all sources and references for information/contact on COVID-19 advice remain the same.
- Advised there remains minimal changes and impacts to the operation of CPVs including cleaning and hygiene and record keeping processes to ensure the provision of safe and clean services.

### Passenger Record Keeping Requirements/QR Code

- Discussed the record keeping exemption the CPV industry currently has in place and work being done by Department Premier and Cabinet (DPC) to enable a VicGov QR Code system to be made available to the CPV sector.
- Advised the industry can expect an announcement to the Chief Health Officer’s (CHO) directions on passenger record keeping within the next month. It is currently understood that once the directions are published, there will be a 28-day period for vehicle owners to comply with the contact tracing requirements before any enforcement action will commence (CPVV working to confirm this information).
- CPVV continues to work with DPC and the Department of Health (DoH) to understand how the contact tracing service will be made available to the CPV industry and how the information will be communicated.
- Vehicle owners will be able to use the governments free digital service through Services Victoria or another system of choice (internal, third party, etc) as long as these systems are able to connect to the back end Victorian government system to ensure easy extraction of information should there be a requirement to contact trace. AM confirmed it is CPVV’s understanding that it is not mandatory to use the governments digital service.
- CPVV will communicate a timeline for when the service becomes available as soon as further information is received.

## Safety Compliance and Enforcement

- IM provided update on CPVV's safety compliance and enforcement activities noting:
  - Advised compliance activity continues and authorised officers are attending various locations across the state, both Metropolitan and Regional.
  - Advised work continues around the Australian Open and maintaining oversight of industry and community movement.
  - CPVV continues to work with GreenCap on analysing pandemic plans and identifying plans that need further development in which CPVV will engage directly with BSPs to address.
  - Advised CPVV has been working on developing support tools to make the COVIDSafe Plan document more accessible to small and medium sized BSPs based on industry feedback. CPVV will be engaging with industry volunteers to test the sample tools with 5-10 BSPs of varying size. If any BSPs wish to volunteer please email your interest to: [Karly.Hillas@cpv.vic.gov.au](mailto:Karly.Hillas@cpv.vic.gov.au)

## Questions from industry:

1. Attendee asked if CPVV is looking for BSPs who have as little as one vehicle to volunteer for testing the recently developed support tools to assist with preparing a COVIDSafe plan to standard.
  - CPVV reply – IM advised CPVV would welcome BSPs of any size to volunteer as CPVV's aim is that the COVIDSafe Plan should be usable and friendly for BSPs of all sizes.
2. Attendee asked for a progress update on the recruitment CPVV is doing for safety enforcement officers.
  - CPVV reply – IM advised CPVV continues to recruit safety enforcement and compliance officers as CPVV recognises the changed risk profile due to COVID-19 and the need to engage with drivers and BSPs.
3. Attendee provided feedback on the excellent work the compliance officers are providing out on the field; in particular the attendee noted the amicable way the officers are approaching difficult tasks.
  - CPVV reply – IM thanked the attendee for the positive feedback and advised this has been communicated to the team.
4. Attendee asked if there were any updates on options discussed for those that will be unable to use the digital system such as those who may not have a smartphone or those who refuse to check-in.
  - CPVV reply – AM advised CPVV's understanding is that the testing of the system went well and is ready to be rolled out. CPVV is unable to advise of any updates in relation to alternatives but noted a detailed communications and engagement information will be in place to support the introduction of the system to ensure passengers and drivers are aware of the requirements.

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- AM discussed the effect of COVID fatigue in the community noting CPVV and the government are aware of how health related behaviour changes can affect the CPV industry especially as they engage with the community.
- AM encouraged industry to provide feedback so that CPVV can best support BSPs and drivers as we continue in the pandemic environment.
- Any further queries or feedback to be directed to Safety Mailbox [safety@cpv.vic.gov.au](mailto:safety@cpv.vic.gov.au).
- Advised the next COVID-19 CPVV Industry Update is scheduled for 17 February 2021.
- If there are any significant changes they will be communicated via email, social media or text message.
- Feedback on the industry brief or suggestions on how to improve the industry brief are welcome at any time.
- Meeting closed.