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Minutes of the COVID 19 CPVV Industry Update Meeting

Date: 29 April 2020

Time: 02:00pm – 02:35pm

Location: Skype Video Conference

Attendees

Al Martin (CPVV), Jonathan Anderson (CPVV), Michelle Thomas (CPVV), Siena Rossi (CPVV), Val McFarlane (CPVV) Brendan Healy (CPVV), Crown Cabs, Ali Warsame, Andre Baruch, Anita J, Brendan O'Sullivan, Greg Hardeman, Catherine McKenzie, Guy Ragen, Jenn Ashton, John Lobwein, Maria Silos, Paulina Bartnikiewicz, Peter Valentine, Russel (Evoke), Toni Peters.

Discussion

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

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

- AM advised that DHHS is still the primary source for information/contact on COVID 19 advice and highlighted new source; the Australian Government's COVIDSafe App.
- Announced potential policy change for medical assessments. Consideration occurring to move from the current process to medical self-assessment, which is aligned with the heavy vehicle framework that operates nationally. CPVV will provide further updates on how all 3 assessments – initial, annual and 3 yearly – may be changed should a new policy be adopted.
- Cross Industry Taskforce is developing operational procedures and guidelines for transporting COVID-19 positive passengers for DHHS endorsement. Advised there has been a demand for this type of support in Melbourne metro and regional areas due to limitations around the use of non-emergency patient transport. If industry is required to provide this service, the guidelines will provide an understanding of what needs to be done to assist BSPs or drivers and how it can be costed out appropriately. Guidelines anticipated for release mid next week, CPVV will advise when documentation is available.
- Advised attendees government will be asking people to stay home for Eid as Ramadan commences this weekend.
- Advised attendees of DHHS's increased COVID-19 testing; goal to test 100,000 people over the next two weeks. Encouraged anyone displaying symptoms of COVID-19 to get tested.
- Advised economic survey was paused for the past 2 weeks however will recommence next week and will run for at least 2-3 weeks. Encouraged all to participate and provide feedback for CPVV to continue understanding what is happening within the industry and to provide the information to government.
- Announced the proposed W endorsement framework consultation will be postponed pending an appropriate time for this work to proceed.
- Confirmed an extension for a limited number of vehicles has been granted for toll compliant fare calculation devices to the original due date on 30 April 2020. As a result, some vehicles may not be upgrading on 30 April 2020. Invited attendees to reach out if they are

- aware of individuals or an organisation that will not be compliant by 30 April 2020 and don't have an approved plan to be compliant at this time.
- Advised that CPVV's priority is to continue work on contingency planning and directing their efforts, along with all government department agencies, towards supporting the COVID19 response. CPVV also continues to work with the cross-industry taskforce and continues to make specific recommendations on how industry can be engaged to support ongoing contingency planning.
 - Advised DJPR has taken over the coordination of the safe transport from quarantine operation. Invited those who have a service they can offer to contact CPVV to facilitate introduction to the DJPR team.
 - Advised CPVV is continuing to digital policy changes.
 - CPVV will commence reviewing risk registers and pandemic plans in the next coming weeks to ensure we are set up to assist industry in providing safe services for however long we find ourselves in an environment where COVID19 is a threat to community safety. To assist in supporting this work, CPVV has appointed two new positions; Senior Manager Trust and Safety Assurance and Deputy Director Regulatory Compliance.
 - Announced CPVV is switching future COVID-19 Industry Update meetings to Microsoft Teams where attendees will be able to join via web browser as a guest – no download of Teams required.
 - Advised minutes from each COVID-19 Industry Update meeting will be available on CPVV's website as of today including minutes from past meetings (link to minutes was shared in meeting by CPVV).

Questions from industry:

1. BSP asked to clarify if the change to all 3 types of medical assessments will be ongoing or just for the COVID-19 period?
 - CPVV reply – AM confirmed that the proposal is a temporary change however advising that it may be an opportunity to test a longer-term decision of all 3 medical assessments. AM will confirm whether it will be occurring across all three assessment types as soon as CPVV is made aware of the outcome.
2. BSP asked if DJPR was able to partner taxis with a supermarket similar to Uber/Uber Eat's partnership with Woolworths and Coles.
 - CPVV reply - AM advised those arrangements are commercial and confirmed that government is not involved in setting up any commercial arrangements on behalf of any one industry participant. Uber representative confirmed this is an extension of an existing commercial arrangement.
3. BSP asked if CPVV has an indicative timeframe for the safe transport from quarantine operation?
 - CPVV reply – AM advised there are multiple factors that need to be taken into consideration however as the federal government has announced restrictions on international travel until December, there would likely be some sort of quarantine arrangement up until that time – AM will advise as things change.
4. BSP asked to elaborate on who was responsible for the MPTP fraud that was referenced at last week's COVID19 Industry Update meeting?
 - CPVV reply – AM advised that CPVV identified the fraud through fraud patterns in the MPTP trip data, this was easier to identify due to the reduced number of trips in the current environment. AM advised the fraud is generally identified as the card being used for non-approved purposes

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and that he was unable to provide any further information as some matter are still being investigated.

5. BSP asked if there are more airline passengers arriving from overseas and going into quarantine.
 - CPVV reply – AM confirmed that passengers are returning to Australia daily over the next few weeks and in line with the federal government decision, they will go into quarantine. AM advised that he is not aware of anyone who is exempt from quarantine.
 6. BSP asked to clarify if Melbourne Airport was fully operational following on from previous question.
 - CPVV reply – AM advised from his understanding the airport is fully operational as the port of entry and exit into Australia with restrictions to international pick up/drop off points, however cannot provide certainty on what 'fully operational' means in the context of COVID19.
 7. BSP asked if during this time, will tolls that apply for pick up (hire care) still be applicable, or is there a pause for now.
 - CPVV reply – AM advised that these fees are administered by Melbourne Airport and CPVV is unable to provide a response to that question.
- AM advised if there are any significant changes they will be communicated via email, social media or text message.
 - Any further queries or feedback to be directed to Safety Mailbox.
 - Meeting closed.