

Important Information for the Commercial Passenger Vehicle Industry

Updated Guidelines for Transporting High Risk and COVID-19 Positive Passengers in Commercial Passenger Vehicles

Which passengers do the guidelines apply to?

The guidelines provide advice for transporting passengers who:

- are considered high risk, for example someone who is awaiting test results after being exposed to a person with COVID-19;
- are suspected cases of COVID-19; or
- have tested positive for COVID-19.



What has changed?

We've updated our guidelines for transporting coronavirus (COVID-19) positive passengers to include high risk passengers. A wider range of commercial passenger vehicles (CPVs) can now also be used for transporting these passengers, where physical distancing can be maintained.

Should a CPV be used to provide this service, controls must be put in place to protect driver, passenger and community health and safety.

The updated guidelines outline the minimum requirements for physical distancing, personal protective equipment (PPE) for drivers and passengers, proper disinfection practices and appropriate treatment of waste.

View the updated guidelines [here](#)

What vehicles can be used to transport COVID-19 positive and high risk passengers?

Any CPV that can allow at least 1.5 metres distance between the driver and the passenger at all times, including when entering and exiting the vehicle, such as:

- a registered wheelchair accessible vehicle; or
- other types of high occupancy vehicles (e.g. commuter vans) depending on their design.

Note: A standard sedan will not allow the required physical distancing.



Do I need to do anything now?

- Accredited CPV drivers, registered vehicle owners and booking service providers (BSPs) must read and make sure they understand the updated guidelines.
- If transporting a high risk or COVID-19 positive passenger, you must make sure that the necessary procedures and controls are in place **before the trip starts**.
- Drivers should also contact their BSP or registered CPV owner before any of these passengers are transported.



Where do I get more information?

- For help with a booked trip involving a COVID-19 positive or high-risk passenger, contact the relevant BSP or registered CPV owner.
- If you have questions about the guidelines, contact the CPVV Safety Team at safety@cpv.vic.gov.au



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Find more information on the current restrictions and how to stay safe [here](#)