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Minutes of the Extraordinary COVID 19 CPVV Industry Update Meeting

Date: 8 July 2020

Time: 11:30am – 12:30pm

Location: Microsoft Teams Video Conference

Attendees

Al Martin (CPVV), Siena Rossi (CPVV), Ian Matthews (CPVV), Val McFarlane (CPVV), Greg Kazuro (CPVV), Sean Jameson (CPVV), Ali, Andre Baruch, Alice Nguyen, Anita Jenson, Brendan O'Sullivan, Catherine (Taxis of Portland), Greg Hardeman, Guy Ragen, Isaac (Ola), John Lobwein, Maria Silos, Paulina, Peter Valentine, Rajesh Gupta, Rick Jones, Stephen Armstrong, Toni Peters.

Discussion

- Al Martin (AM) welcomed 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 with the addition of the NSW Border Restrictions website; the link can be found on the CPVV FAQs.

Public housing estates

- Advised CPVV is aware there are a number of industry participants who are registered to the addresses in current locked down public housing estates. CPVV understands that due to the lockdown those individuals will not be working.
- Reinforced the need for CPVs and drivers to practice the highest hygiene and cleaning standards. Advised BSPs to have processes in place to quality assure that those activities are occurring to the required standard to ensure compliance.
- AM called for questions in relation to the public housing estates lockdown.

Questions from industry:

- No questions on this topic.

Melbourne Metro and Mitchell Shire (including Kilmore, Seymour and Wallan) Stage 3 Restrictions

- Advised details of the Melbourne Metro and Mitchell Shire (including Kilmore, Seymour and Wallan) Stage 3 restrictions will be updated on CPVV's FAQs and social media channels.
- Confirmed CPV services are still considered essential services in line with Stage 3 restrictions and are exempt from restrictions on passenger numbers. Drivers need to do their own risk assessment when accepting rides and reconfirmed drivers do not need to validate the reason for passengers travelling or if they are from the same household.
- Reminded attendees that no driver should work if they are feeling unwell or have any COVID-19 symptoms.
- Advised where possible to maintain social distancing practices ie. passengers travelling in the backseat, turning off recycled air and other requirements specified in the FAQs.

- Recognised the work industry is doing to build community confidence and reminded industry to continue enforcing and implementing appropriate systems to protect industry reputation. CPVV encourages BSPs to implement strategies that are identified to enhance safety.
- Advised there have been no changes as at 11:43am on 8 July 2020 regarding the CHO's advice for wearing face masks or coverings.
- CPVV is aware that there a number of individuals or organisations that are electing to use them and reminded all who do to ensure they are worn, disposed or cleaned properly to avoid contamination. If this advice changes in Victoria, CPVV will communicate this via the normal channels including social media.
- Furthermore, CPVV advised BSP's to ensure they are communicating with drivers that face masks and coverings are one element of the safety process and do not replace the importance of other hygiene and cleaning practices.
- AM called for questions in relation to the Stage 3 lockdown.

Questions from industry:

1. BSP asked for clarification on restricted areas do drivers need to be within the area or outside the area.
 - CPVV reply – AM advised there are no restrictions on the CPV industry and drivers are able to travel to any part of Victoria for work in line with the Stage 3 restrictions. Reminded BSPs to ensure a robust cleaning regime is practiced for working drivers.
2. BSP asked if there were any restrictions on number of passengers in line with Stage 3 restrictions.
 - CPVV reply – AM advised CPV services are still considered essential services in line with Stage 3 restrictions and are exempt from restrictions on passenger numbers. Acknowledged BSP's may also choose to make to restrict passenger numbers based on their own risk assessments.

NSW Border Closure

- Advised that the NSW border closure is being administered and enforced by the NSW government and the Victorian transport portfolio is working closely with them to ensure CPVs are able to continue to support residents to carry out their business between states.
- The border closure is currently in place for 90 days and is operating on a permit system. The permit is valid for 14 days with applications to be made through the Services NSW website. CPVV will ensure this information is updated on the FAQs.
- At this point in time, CPVV is not aware of any change to the SA border.
- ACT has advised Victorians are unable to travel there without a period of isolation.
- Advised buses and rail are stopping at the border.

Questions from industry:

3. Attendee noted that the Services NSW website lists the exemption categories and how to apply if an individual falls into that category. Attendee also asked if a CPV takes a passenger from NSW to Victoria, will they need an exemption/permit to cross back into NSW.
 - CPVV reply – AM confirmed CPVV's understanding is that everyone will need a permit when crossing the NSW border from Victoria.
4. BSP asked CPVV to clarify that the individual (driver) applies for the permit not the BSP.

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- CPVV reply – AM confirmed CPVV’s understanding is that the individual applies for the permit, not the BSP in NSW’s current arrangement; noting that NSW may choose to change the administration of the border closure anytime. Confirmed CPVV’s understanding is that the permit can be used as needed within the 14 day period for essential reasons. Upon expiry, the individual will need to reapply.
- 5. BSP asked if a driver was to convey a passenger through to NSW is it the driver that requires the permit or the passengers to obtain.
- CPVV reply – AM confirmed CPVV’s understanding is that every individual will need a permit eg. passengers and drivers will both need permits.
- 6. Attendee asked if it was the responsibility of the driver or the BSP to ascertain whether or not a passenger travelling over the border has a permit before the trip begins.
- CPVV reply – AM noted that whilst it isn’t the driver’s responsibility, it would be sensible for drivers to check and for BSPs to issue messaging around the restrictions for passenger awareness.

COVID-19 Transport Cross Industry Taskforce PPE Supply Chain

- Confirmed the PPE supply chain has closed with no timeline on when or if it will reopen.
- Noted that products that were in short supply 6-8 weeks ago are now readily available. However, if organisations are having difficulty accessing PPE or cleaning products CPVV can potentially connect organisations with suppliers. Invited those organisations to contact the Safety inbox for support.
- Encouraged organisations to ensure their drivers and stakeholders have adequate PPE and cleaning supplies to ensure delivered services are safe and clean.

CPVV Cleaning Standards

- Organisations must ensure CPVV cleaning standards are supported by appropriate systems and processes for quality assurance and compliance.
- CPVV has been engaging with Melbourne Airport in regards to cleaning standards and expectations. Advised Melbourne Airport will be setting up a meeting to discuss their standards and expectations to engage industry and CPVV. CPVV encourages industry to collectively be a part of this conversation.
- Encouraged industry to review their fatigue policy and provide training to ensure drivers are not undertaking activities such as sleeping in vehicles for the safety of passengers and drivers.

Questions from industry:

7. Attendee asked if there were any updates on assistance packages for the CPV industry.
- CPVV reply – AM confirmed CPVV continues to communicate what is occurring in the industry with relevant stakeholders and government.
8. BSP asked if CPVV had any advice on what industry can do if hotel security are wanting drivers to handle/load passenger luggage.
- CPVV reply – AM advised CPVV’s recommendation is if you are supporting any quarantine site that the drivers avoid handling any baggage due to cross contamination however, if there is no

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other option drivers should practice good hygiene standards before and after handling the luggage.

- AM provided update on engagement with local councils on safe pick up locations.
- Advised there has been an increase in anti-social behaviour targeted at drivers due to a number of factors. Encouraged organisations to think about what can be done to enhance the safety of drivers in an environment where they are at an increased risk. CPVV is in the process of understanding how we can use incident data collected from industry in a meaningful way to allow industry to adopt strategies and policies to increase safety.
- Any further queries or feedback to be directed to Safety Mailbox.
- AM advised next weeks meeting will run as usual and confirmed meetings will still occur fortnightly with the exception of meetings to update industry on significant changes.
- AM advised 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.